



Clipper and Trimmer Servicing/ Repair Guide

If you choose to send your machine into us, please follow this detailed guide which explains how the process works.

1. Ensuring we can Service/Repair your machine

Whilst we pride ourselves on being Clipper servicing/repair specialists, we are unable to service clippers or trimmers that are manufactured in far-eastern countries like China as we cannot source any replacement parts. Please see the list below of brands which we can and cannot examine—the list is by no means exhaustive and if your clipper is not listed, please don't hesitate to contact us for more information:

Can	Cannot
Lister	Masterclip
Liveryman	Huntmaster
Heiniger	Showmaster
Wolseley	Clipmaster
Wahl	Sureclip
Oster	Maxtra
Aesculap	GTS
Andis	
Hauptner	
Liscop	

We can repair most issues, providing the costs doesn't outweigh the worth of the machine. If you think that any damage to your clipper may be irreparable and you'd like confirmation that your clipper can be repaired, please don't hesitate to send an image or video to our Email: sales@clippersharp.com

2. Fill out our Machine Service & Repair sheet and include it with your clipper.

Please note: this form can be downloaded from the clipper servicing page on our website (www.clippersharp.com).

If you do not have access to a printer, please ensure that all the fields are completed in an accompanying note.



Machine Service & Repair Sheet

Please complete the form below and include in with your clippers.

Post to : Clippersharp Southwoods Farm Culmstock, Cullompton Devon EX15 3JX

To ensure that turnaround times are kept to an absolute minimum, we will only provide a quote if the work required is outside the remit of a standard service.

The engineer will always be in contact if the work required exceeds the worth of your clipper

Please detail any issues you are experiencing with your clipper eg. They are running hot.

We cannot repair problems that we are not made aware of.

We'd really appreciate it if you could subscribe to our mailing list. We can then keep you updated on our latest servicing offers and loyalty schemes.

Name:

Invoice Address:

Delivery Address (If different to invoice) :

Mobile:..... Landline:.....

Email Address:.....

Would you like a quote before any work goes ahead? Yes No

Quotes will only be given if the work required is outside the remit of a standard service.

Product issues or problems:

(To help with diagnosing the issue with your clippers, please give a brief description of any problems you are experiencing)

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To receive exclusive offers, tips & advice sign up to our newsletter
www.clippersharp.com or tel: 01823 681076

Terms and conditions can be found on our website.

We normally contact customers to let them know that their machine is ready by telephone. If you'd prefer to be notified by Email, please specify this on the sheet.

We regularly run offers on clipper servicing and repair—if we have an offer running, information will be sent out to our mailing list and publicised on our social media pages. To enable your machine to qualify for the offer, please clearly quote the discount code in the notes section of your form.

3. What you need to include with my machine

Blades

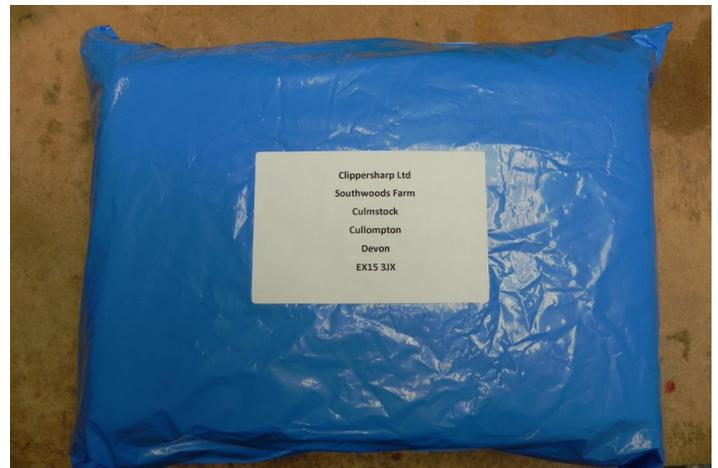
All blades received in the workshop with machines are sharpened. If you do not want your blades sharpened, we recommend leaving them at home or very clearly stating on your form that you do not want your blades sharpened. Please note, blades received with machines qualify for a £1.00 discount per blade.

Batteries and chargers

It is important that we have your battery and charger if; your machine is running slow, your battery has a reduced usage time or there is a connection problem between your battery and clipper. If you feel that your battery is operating fine and you would just like your clipper inspected, please leave your batteries at home as we have test batteries on site that we can use when servicing your machine.

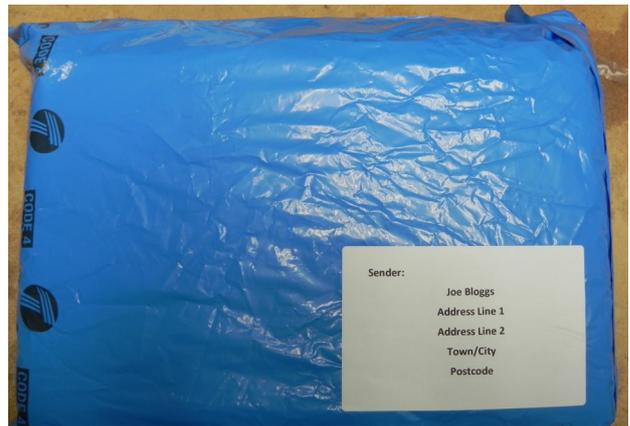
4. Package up your machine

Unfortunately, damages to machines frequently occur in transit to Clipperssharp due to insufficient packaging. We therefore recommend leaving all machines in their plastic carry cases (if possible) before wrapping them in plenty of bubble wrap or padding like old towels. Cardboard boxes with padding to stop the machine moving inside is a great way to keep them protected. We've shown some examples of well packaged clippers below:



5. Include the following on the outside of your parcel

- Our Address: **Clippersharp Ltd
Southwoods Farm
Culmstock
Cullompton
Devon
EX15 3JX**
- Your address labelled as 'sender address' (just in case there's any problems with your parcel in transit).



6. Send your machine into us

Mains powered machines can be posted using Royal Mail (providing the package isn't too big) by taking them to your local post office. We recommend sending them using a track and/or signed for service. We do not provide confirmation when your machine has arrived on site; using a tracked and/or signed for service will allow you to confirm its safe arrival with us. These services will also cover any losses or damages that may occur in transit to Clippersharp. For machines sent with Royal Mail, please ensure you make it obvious that there are clippers are enclosed in your package—during our busy times, clipper packages may be confused with blade packages which will increase your machine's turnaround time.

Battery powered machines MUST be sent using a courier. Any battery powered machines sent with Royal Mail will be disposed of. This includes any trimmers that have an integral battery in the hand piece. We recommend using UKMail as they will accept all batteries that are being collected and delivered with the UK. Please copy and paste the link below into your browser—this will take you directly to their booking in page: <https://www.ipostparcels.com/send-parcel/>

7. Arrival of your machine at Clippersharp HQ

- When your clippers arrive at Clippersharp, they are booked in; the contents of your parcel is listed (number of blades, battery charger etc, model of clipper) and the date of arrival is noted. At this point, we do not provide notification of receipt of your machine. Please drop us an Email or check your tracking to ensure they have been received on site.
- Once at the front of the queue, your machine will be taken into the workshop and examined by the engineer. If requested, a quote will be provided by telephone (on the condition that the work required is outside the remit of a standard service). Please note, we cannot provide you with a quote for the cost of a repair until the engineer has had the chance to examine your machine as we cannot estimate the cost of any replacement parts required.
- The engineer will then carry out all the necessary work required.

8. Payment

- Once the work on your machine is complete, we will contact you to take payment details over the telephone. If our calls are unanswered, we will leave an answer phone message. Alternatively, if you'd prefer us to notify you that payment is required by Email, please let us know in your note. We will only provide notification once.
- As previously mentioned, payment can be made over the telephone or by bank transfer. We kindly ask for notification once payment has been made, if paying by bank transfer.

Pricing

All costs are subject to the following structure:

Service/Repair Charge

- Mains Powered Clippers - £35.00
- Battery powered Clippers with battery and charger—£35.00
- Battery powered Clippers without battery and charger—£17.50
- Trimmer—£17.50

Replacement Parts

The cost of replacement parts can only be determined once the engineer has examined your machine. A replacement tension set is always provided, unless specified otherwise.

Return Postage

Our going rate for return postage is currently £9.50 for all machines.

9. Return Postage

Once payment has been received, your machine will be packaged and returned using our chosen courier which is UKmail.

Don't forget to tell us about any delivery instructions.



Turn around times

We endeavour to keep our turn around times to an absolute minimum but September—December is notoriously busy. We post regular updates relating to turn around times on our servicing page and on our social media pages—we kindly ask that you take note of these before sending your machine into us.

Hygiene

Whilst we understand that clipping is a messy job, we do ask that all machines are sent into us in a clean, non-hairy/soiled condition. For hygiene reasons, we will reject any clippers that are in an unacceptable state.

Please read our sharpening and Servicing/Repair Terms & Conditions before using our services.

Thank you for choosing Clipperssharp



01823 681076