



*Service Provider for the World's  
Jewellery and Watch Industry*

# Maker-Mends Ltd

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## Jewellery Estimates

### Times & Options:

We provide an Estimate Service for items not on the price list. We charge £4.00 for estimates that are requested and not proceeded to cover the time taken for the assessment and our administrative costs.

Estimates take up to 5 working days.

Shops can decide how they would prefer to receive the quote either via telephone, email or fax.

Our preferred method is via email, if this is possible, as this provides a record of communications that can be referred to in the event of a query.

Estimates are completed on an individual store basis therefore we need all necessary contact names and numbers for each store.

All repair estimates are kept on hold with us for a period of 2 weeks, if there is no response to our contact the item is returned undone to stores.(RUD) However, if on return of the item the customer then decides to go ahead with the repair please return to us with all relevant paperwork.

This is our standard procedure however we can adjust this in accordance with each individual stores needs.

We require each individual store to provide (where applicable)

Email address

Phone number

Repair Clerk name and contact number

Fax number

### Amended Estimates

On the occasion of :

- 1 ) A technician, who is about to start work on a proceeded estimate, observing an issue that was not originally quoted for or
- 2) After work has started on a proceeded estimate issues are revealed that require us to re-asses the accepted estimate.

We will contact you to discuss the amended estimate before continuing with the work, there is no charge for this service.

If you would like to discuss our estimate options please contact our customer services department on 01268 546 546.

## Watch Estimates

Estimates that don't require the removal of the watch back are free of charge.

All watches that request an estimate will incur a £4.00 charge if the job is not proceeded and returned undone.

Manufacturers glass and crown require a free estimate.

### Part Job Estimates

If a watch is sent in for a part job and it is found to require more work than requested to repair the watch to working order: we will contact your store and see if your customer wants an estimate to repair the watch to working order.

If an estimate is given but not proceeded, a £4.00 charge will be made.

N.B. Office hours are 9am - 5pm, Monday to Friday. Not open on Bank Holidays.