

SERVICE & REPAIR RATES

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HELPDESK



MONDAY - FRIDAY
7AM - 7PM



0333 240 7369



helpdesk@hutchison-t.com

Flexible support from our in-house technical Helpdesk. They solve 20% of fault reports over the phone - saving you money and time.



CALL OUT CHARGES

All prices shown below are exclusive of VAT

ENGINEER

CALL OUT
HOURLY RATE

£85.00
£70 p\h



REPAIR CHARGE

HEADMIC	£45.50
BELTPACK	£45.50
CARDIO THEATER RX	£45.50
CD PLAYER	£70.00
AMPLIFIER	£70.00
MIXER	£70.00
PORTABLE SYSTEM	£70.00
PLASMA	£105.00
LCD	£105.00



PARTS

TO BE SPECIFIED BY
WORKSHOP

£TBC



BENCH TEST

NO FAULT FOUND

£20.00



COURIER

COLLECTION OF RMA FROM
CUSTOMER

£16.00

DELIVERY -
EXPRESS PAK

£12.50

DELIVERY -
SMALL BOX

£16.00



LOAN

LOAN EQUIPMENT

£32.00



SERVICE LEVEL

Maintenance Customers - 24Hrs

Non-Maintenance Customers - Best Endeavours

EXCEPTIONS

Unfortunately, physical damage and transit damage repairs are chargeable to all customers, including those with a Maintenance Agreement. Charges will include the cost of collection, delivery, labour and parts.

APPROVALS

Hutchison-t will contact the club to authorise any chargeable repairs before any works are carried out

WARRANTY

The 3-month Return-to-Hutchison's Warranty. If we repair a fault in our workshop and the same problem reoccurs within 3 months, we will repair the item again free of charge. The item must be returned to us for appraisal before a decision can be made on whether or not the warranty applies.