



Baughurst Repair Café

The DOs and DON'Ts for Baughurst Repair Café

The DOs

- **Make sure your appliance is in a clean state so our repairers don't have to clean it before repairing it.** Example – grass cuttings removed around mower blades, toast bits removed from base of toaster, clean filter and empty bag/bin on a vacuum cleaner, remove rust from your tools needing sharpening. It saves you and us time in repairing your item.
- **Check if your device is still within warranty.** If it is, you may be eligible for a free repair, replacement or a refund. If it is out of warranty, then we'd be happy to look at it for you.
- **Get in touch with us if you have any questions** about whether a fix is possible. Email us on baughurstrepaircafe@hotmail.com or on our website via enquiries@baughurstrc.uk
- **Take responsibility for your device and your data.** Although our volunteers are here to repair your item, do learn from them so you know how to fix your item if the same problem happened again.
- **Backup your data before you bring your device in for repair.** (You should regularly back up your devices anyway)
- **Charge up your electrical device and bring the electric cable or charger with you.** We need to PA test all electrical appliances /devices before and after repair.
- **Come back to pick up your item.** If our repairer has taken your item home to fix, then pick it up as agreed.
- **Leave a donation.** Although your repair is free, there are costs involved in running a repair café. Please donate in cash or by card. **Thank you for your support.**



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The DON'Ts

- **Assume repairs will always be successful.** We will do our best to fix your items. Even if your repair is unsuccessful, you will learn about your item and why it failed. Sometimes, items really are beyond economic repair, or the required part is obsolete.
- **Expect us to completely alter a garment for you, for example – reducing a dress from a size 14 to a size 12.** It is not something we can do in the time allocated to the repair café. We would happily recommend a local dress maker to do that for you.
- **Expect us to have spare parts.** We can help you source them. Often customers visit twice: first we'll help diagnose the fault, then they source the spare part, and on their return we'll replace their faulty component. Or bring the spare part with you and we can do it on the day. The cost of the part is borne by you, the customer.
- **Attempt a mobile screen repair yourself to save money.** Trust us, it will cost you more in the long run. There's a local business to do this for you as our Repair Café don't do it either.
- **Bring in items that we are not allowed to fix as they will be turned away.** These items are mentioned in our website. If unsure, do contact us to check.
- **Be impatient.** We operate on a first come first served basis. If your item is 3rd in line, it will be seen to after the first and second repair is done.

Please note that sometimes, electrical repairs can take 10 mins or up to 2 hours to repair. If you cannot wait, please let us know and we can suggest alternatives or suggest local companies who can provide the service at a charge.

- **Expect us to dispose of your item which is beyond repair.** Please take your item home with you and dispose responsibly.