

The DOs and DON'Ts for Baughurst Repair Café

The DOs

- **Make sure your appliance is in a clean state so our repairer 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.
- **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. We can be reached on baughurstreaircafe@hotmail.com or on our website via info@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 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. You can donate in cash or by card. **Thank you for your support.**

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 are really beyond repair.
- **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.
- **Attempt a mobile screen repair yourself *just 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.
- **Expect us to dispose of your item which is beyond repair.** Please take your item home with you to dispose.