


SHOP POLICY

REPAIR RATE

 **\$100/hour + parts**
Billed in 15 minute increments

 **\$25 diagnostic fee due upon equipment acceptance.**

ESTIMATES

We do our best to give accurate repair cost estimates! However, this may change due to equipment condition and price of parts. If your repair bill will be more than quoted, we will contact you for prior approval.

PICK-UP

You will be contacted via the phone number or email given at drop-off. If we don't hear from you for 60 days after you have been contacted, your equipment will be considered abandoned and will be discarded or donated.

RETURNS/REFUNDS/WARRANTIES

Repair work is guaranteed for 90 days. This applies only to work done, not to other issues or in cases of user error or mishandling.

Used and new products are guaranteed for 90 days. Purchases will be repaired or refunded at CCTV's discretion. New and Used products in original condition may be returned for full refund within 30 days.

LEAD TIME

Lead time varies depending on complexity, parts availability, and number of jobs in the queue, but is typically two to four weeks. Please check with CCTV for a more accurate timeline.

For rush repairs, an additional \$25 fee will be charged for same week repairs, \$50 for next day.

CONSIGNMENT

Consignment sales are taken at the discretion of CCTV. For items repaired and sold on consignment, CCTV will keep 20 per cent of the total sales price, minus repair costs. 80 per cent (of sales price minus repair costs) will be paid to the seller in cash or e-transfer.

If your consigned equipment doesn't sell in a timely manner or you no longer wish to sell, equipment will be returned upon payment of any outstanding repair bills.

