

House Rules

The house rules tell you:

- what we are responsible for
- what we are not responsible for

1. If something goes wrong, when your item is being repaired, we are not responsible.

When you give your belongings to a volunteer to be repaired it is your own choice and risk.

2. The advice and repair service is free but we encourage donations to cover costs including buying tools and equipment and developing the service.

3. You must fill out an online form and agree with the house rules before any repairs are done.

4. You should stay with the volunteer when the repair is being carried out. This lets you pick up new skills.

5. The repair café volunteers are not responsible:

- for keeping your item safe
- for any loss caused by:
 - advice or instructions about repairs
 - work done in the repair café

unless consumer protection laws apply.

6. You must provide things like leads, plugs, fuses or zips that are needed to finish a repair.

If the repair café provides materials you are encouraged to provide a donation to cover the cost.

7. Any work that is started in the repair café but the volunteer takes it away to finish is up to the volunteer and any agreement they make with you.

8. Volunteers can refuse to repair certain objects, for example if they are dirty, dangerous or take up too much time to repair.

Volunteers do not have to put items back together if they have been taken apart and cannot be repaired.

9. You must take away broken items that could not be repaired.

10. The repair café can only look at one item from each person.

If there is enough time after your first item has been repaired, volunteers may agree to repair another.

The repair café cannot promise that there will be time for your item to be repaired.

12. You must make sure your electrical items have been tested by a qualified person at the repair café to make sure they are safe to use. This is called PAT testing.

13. Dangerous tools and equipment are sometimes used in repairs at the repair café, please take care.

14. Parents must make sure their children are safe and well behaved when they are at the repair café.