

Set-up and Cleaning Terms and Conditions

Hoked On Bass UK (and its employees) aim to deliver a quality professional service to all our customers. The following set up and cleaning Terms and Conditions may be subject to change at any time:

1. Our Services
 1. When using Hoked On Bass UK services the customer acknowledges and indicates their acceptance of these Terms and Conditions.
2. Instrument Collection / drop-off
 1. All instruments are to be collected and dropped off by Hoked On Bass UK unless otherwise agreed.
 2. All instruments must be collected with an appropriate hard or soft case for protection whilst on Hoked On Bass UK premises. By arranging this service with us, you agree that we will not be held responsible for any damage done to a guitar without a case.
 3. When an instrument is ready for drop-off, the customer will be contacted by telephone or e-mail (as specified by the customer). A mutually convenient time for collection can then be agreed. Unless agreed otherwise instruments will not be released until all charges due have been paid in full as detailed below.
 4. Courier services will not be accepted for collection or delivery of your instrument either nationwide or internationally. The cost of petrol is priced into the listed cost of the service up to a distance of 4 miles from Hoked On Bass UK's premises located to the east of Derby. The petrol surcharge will be outlined in your initial quote.
3. Quotations, Estimates and Charges
 1. For routine service and repairs Hoked On Bass UK work on a fixed price guide. Customers will be charged for replacement parts and labour at the standard rates as set by Hoked On Bass UK (please see Website for Price Guide) Website Price Guide costs are subject to change by us at any time without prior notice.
 2. The quoted prices assume the instrument is collected in good working order and complete, other than the necessary identified elements quoted by the customer. Unless agreed otherwise cost of consumables and strings is not allowed for in the quotation and will be charged in addition. Unless agreed otherwise we do not re-fit or return old strings to the customer.
 3. Hoked On Bass UK may request a deposit against any repair.
 4. The quoted charges do not include carriage delivery costs import duties or taxes for spare parts specifically procured for the work.
 5. Quotations are issued subject to the reasonable availability of any necessary components.

6. Where a fixed price quotation cannot be provided an estimate of the likely charges will be offered as soon as any diagnostic work has been completed. This may be subject to change as work progresses. Work may be suspended pending the receipt of further instructions.
7. If the revised estimate is rejected or additional parts are no longer available, the customer will be liable for full payment of all work undertaken.
8. When an estimate has been provided but no reply is received by us within one calendar month it will be assumed that the estimate has been rejected and therefor null and void.
9. Where the customer was informed the project is beyond economical repair, or where the estimate has been refused, the customer and Hooked On Bass UK will agree a mutually convenient time for the customer to collect the instrument. If the instrument is not collected within six calendar months, the title to the instrument will pass to Hooked On Bass UK who shall be free to dispose of or sell the instrument and recover costs from the proceeds.
10. The customer must inform Hooked On Bass UK in writing if their contact details change.

4. Payment

1. All payments, unless otherwise agreed, are to be paid on or before the instrument is delivered by Hooked On Bass UK. Instruments will not be released until full payment has been received in cleared funds. Payment to be by cash or bank transfer. Cheques are not accepted. The use of £50 notes must be mutually agreed to ensure appropriate petty cash is available.
2. Unless otherwise agreed, any instrument not paid for and collected within six calendar months from date of receipt will be sold or disposed of and costs due to Hooked On Bass UK recovered from the proceeds.

1. Diagnostics

1. Should an instrument require testing to identify the cause of a problem it may be necessary to fit new parts, the cost of these parts is to be paid by the customer.
2. At the end of the diagnostic phase the customer will be advised of likely charges. If the customer decides not to continue with the repair Hooked On Bass UK will return the instrument in a similar condition to receipt.

2. Repair and Intermittent faults

1. Hooked On Bass UK make all reasonable efforts to service or repair the instrument and to remedy any faults as reported by the customer. Any repair is subject to the availability of the necessary parts.
2. Hooked On Bass UK will fit appropriate quality spare parts to the instrument as required. Supply and brand of parts may vary and not match the original. If matching original or branded replacement parts are required, this is to be advised and agreed by the customer in advance.

3. Intermittent faults can be difficult to isolate. Work is only accepted on the understanding there is no guarantee of a successful outcome. Should a fault re-occur then work will only continue at the customer's request and further expense.
4. Where agreed Hooked On Bass UK will fit customer's own parts. Full appropriate instructions are to be supplied by the customer for the parts, such as wiring diagrams.
5. Cleaning of the guitar body will be completed using Dunlop Formula 65 or the closest available equivalent. Frets are cleaned with Fret polish or its closest available equivalent. Chemical reactions, blemishes or damage caused as a result of using these products are not the responsibility of Hooked on Bass UK.

Completion Times

1. Hooked On Bass UK aims to repair, test and return instruments as quickly as possible. When an instrument is received for repair we will give an indication of the time required to complete the work. This may be extended due to unforeseen factors. If, within this period the customer cancels the repair, the customer is liable to pay the costs of all work undertaken and all parts ordered, whether fitted or not.
2. Hooked On Bass UK will endeavour to meet urgent needs of the customer however strict deadlines for completion of work will not be agreed to. Hooked On Bass UK will not be liable for non-availability of the instrument or instrument hire costs.

1. Loss / Damage Liability

1. All instruments will be treated with the utmost care and consideration. In any instance of loss/damage, liability will be limited to the value of the specific instrument on a like for like basis. Hooked On Bass UK will not be liable for value of celebrity endorsement, existing damage, wear or tear or defects. Unless agreed otherwise Hooked On Bass UK maximum liability will be limited to £2000 for any one instrument.
2. All instruments must be collected with an appropriate hard or soft case for protection on Hooked On Bass UK premises. All straps must be removed from instruments and any valuables from cases before depositing for repair as no responsibility will be accepted for their loss.
3. It is not possible to establish conclusively the prior existence of a mark, no responsibility can be accepted for dents, bumps or scratches to instruments.

2. Warranty

1. Hooked On Bass UK guarantees that any repair undertaken shall be free from defect in material and workmanship for a period of twelve months after collection or delivery of the instrument to the customer.

2. This warranty does not cover any faults not previously reported by the customer or any new faults developed during the warranty period.
 3. The warranty excludes strings, batteries, adjustment to moving parts, wear and tear, physical damage due to incorrect use or misuse and any damage due to unauthorised repair or attempted repair change of strings or string gauge.
 4. Any new components sourced and fitted by Hooked On Bass UK will be guaranteed for twelve months, excluding strings. Parts supplied by the customer are not guaranteed.
3. Exclusions
1. Every precaution is taken with instruments entrusted for repair. However, there are inherent problems with repair and replacement of certain parts. Hooked On Bass UK will attempt to minimise all such likely damage but will not be liable for the following:
 - Damage to finishes where masking is required. Hooked On Bass UK only use high quality low-tack tapes but will not be liable for damage caused by masking tape.
 - Instrument finishes can fuse parts together resulting in chipping on removal.
 - No responsibility will be accepted for chipping of lacquer around the nut during the course of removal or replacement. No responsibility will be accepted for damage arising from stud extraction.
 - "Plastic" parts often shrink and deform over time and cannot be removed without damage occurring.
 - Hooked On Bass UK will not be liable for damage caused where components have been glued, such as knobs & switch tips, altered or assembled contrary to manufactured standards. Hooked On Bass UK will not be liable for damage caused by removal of worn, fused, glued or corroded parts. We always use the correct tools but occasionally stud and screw extractors and / or the application of heat is required to complete a repair.
 - Hooked On Bass UK will not be liable for damage to the finish or underlying wood resulting from removal of stripped screws either by rubber band or drilling out of the damaged screw.