



228 Route 81, Killingworth CT 06419
860-663-2531

hardware · plumbing · paint · electrical · rental · power equipment · lawn & garden · fasteners · and much more!
great products, great selection, great service, seven days a week

2020 RATES and POLICIES

EFFECTIVE MARCH 1ST, 2020

- 1) The shop hourly rate is **\$90.00 per hour**. Tune up rates are available. Please ask for a rate and explanation sheet.
- 2) **Prepayment** is required for the below listed bench fee, tire repairs, sharpening, and part special orders.
- 3) Non-stocked parts returned will incur a 20% restocking fee, plus actual inbound/outbound freight charges.
- 4) Electrical components are not returnable.
- 5) Any part put into service is not returnable.
- 6) All items left for service or warranty inspection require a **\$45 non-refundable* bench fee**.
Bench fee covers work which can include: repair time, inspection, good faith estimate preparation, and associated research. This fee goes towards the total repair bill if unit is fixed.
*A portion of this fee will be refunded if total repair bill is less than \$45.
*If repair can be covered under warranty, the parts and labor portion will be billed to the respective manufacturer. The total or a portion of the bench fee will be refunded if:
 - 1) A balance is left after any non-covered fees as listed in the manufacturer warranty statement which includes, but is not limited to shipping and handling of non-stocked parts, pickup/delivery service, and hazardous waste fees.
 - 2) A balance is left after additional non-warranty labor and parts are put into the repair.
- 7) If unit is not to be repaired or deemed beyond an economical repair, **unit will be left as is**. Units will be reassembled for an additional fee. Disposal fee is **\$25 per unit**.
- 8) Warranty inspection requirements for items not purchased at Killingworth True Value:
 - 1) Original sales receipt. If no receipt is available, it is the owner's responsibility to contact the retailer or manufacturer in regards to alternate forms of purchase verification.
 - 2) If product is not registered, it is the owner's responsibility to do so prior to any work or inspection.
 - 3) **\$45 bench fee**
- 9) All repairs must be paid in full and or warranty payment verified before unit is returned unless previous arrangements have been made.
- 10) All repairs must be paid in full and picked up or scheduled for delivery within 2 weeks of repair completion.