

STEVE TADD WOODWIND REPAIRS (.co.uk)

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Covid 19 Precautions (updated Jul 16th)

In order for me to assess or repair an instrument I need the instrument to be brought to and then collected from my workshop, however until everybody is fully vaccinated **customers will not be able to enter the workshop** so I will meet customers at the entrance gate. Some customers may prefer to send the instrument and/or have it collected by courier or post, or perhaps by taxi – if you decide you would prefer to have the instrument delivered and/or collected please read the relevant section below.

I sanitize mouthpieces and head-joints once the repair is complete but I cannot effectively sanitize the body of an instrument. Studies show that the virus can survive up to 72 hours on the surface of an (un-sanitized) wind instrument but recent studies show the possibility of infection via a contaminated surface (rather than by aerosol) is extremely small (10,000 to 1 according to the US CDC).

Dropping off instruments for assessment and/or repair

If possible I will follow my usual practice of giving an estimate over the phone but if I have not seen the instrument before, particularly if was acquired second-hand, then I do usually need to examine the instrument before I can give a reasonable estimate.

When you arrive at the gate please ring the bell and I will come to the gate and take the instrument (in its case) from you and give you a repair docket with details of the assessment or work to be carried out as previously discussed on the phone.

I will assess the instrument and contact you the next working day to discuss my findings (or to confirm the nature of the repair if I gave an estimate over the phone when you arranged to drop off the instrument). If you decide not to go ahead with a repair then we will arrange a time and date for you to collect the instrument (note I charge to assess an instrument unless it turns into a repair job). If the repair is going ahead then you can either leave it with me until the repair is carried out, or arrange a time to collect the instrument and book it in for repair on a later date.

If you want me to carry out the assessment **while you wait** then you must bring in the instrument by 12 noon. I will assess the instrument whilst you wait in your car (or in the local café) and then phone you to discuss my findings (or to confirm the nature of the repair if I gave an estimate over the phone when you arranged to drop off the instrument). Please note an assessment can take anywhere from 5 minutes (e.g. for a Flute that I have serviced regularly) up to an hour (e.g. for a Baritone Sax never brought to me before). If you decide not to go ahead with a repair then you can collect the instrument immediately (note I charge to assess an instrument unless it turns into a repair job). If the repair is going ahead then you can either leave it with me until the repair is carried out, or collect the instrument and book it in for repair on a later date.

Collecting an instrument

When you collect the instrument please come to the gate and ring the bell. I will come to the gate and hand you the instrument. I will have put a repair docket in the case of the instrument with details of the repair or assessment undertaken (and also the bank payment details if that is the method of payment you have chosen).

- If I have repaired the instrument you can make a payment to me after you have had a chance to 'play test' the instrument, this can be by bank transfer or you can post a cheque to me (if you prefer to pay by cash then you will have to pay when you collect the instrument – please place the correct money in an envelope to hand to me).

- If I have only assessed the instrument please make a payment to me once you have got home, this can be by bank transfer or you can post a cheque to me (if you prefer to pay by cash then you will have to pay when you collect the instrument – please place the correct money in an envelope to hand to me).

Sending or collecting an instrument by courier or taxi

If you decide to send the instrument and/or have the instrument collected by courier or post, or perhaps by taxi, you must contact me in advance to arrange this so we can agree a date (and time period) for the instrument to be delivered. If you are using a taxi service I am willing to collect and/or deliver the instrument from/to the taxi driver. Whatever method you choose I will contact you to confirm I have received the instrument. Normally I would issue a repair docket to anybody leaving an instrument with me, but if the instrument is delivered to me by courier, post, or taxi, that will not be possible, so instead I will photograph the docket and send an email with the photo attached if you wish.

Please note I will not warranty the repairs on an instrument if is collected by courier or post as there is always a chance that the instrument will be damaged in transit. However I will warranty repairs collected by taxi because it is less likely to get damaged in transit.

If you are local to Peterborough I would suggest you use a taxi service to deliver and collect the instrument as this will be simpler - there will be no need to package and address the instrument, and you will have more control over the time and date of the delivery and collection of the instrument.

If you are using a courier or taxi to collect an instrument then payment will have to be by bank transfer or cheque.

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