

STEVE TADD WOODWIND REPAIRS (.co.uk)

07734 543011

Covid 19 Precautions for vulnerable customers (updated Feb 24th)

Now that co-vid is no longer a notifiable disease and all restrictions have been lifted I will allow customers back into the workshop and there is no requirement to wear a mask, **however** I am aware some customers may still need to be cautious so if you would prefer not to enter the workshop (a small and necessarily poorly ventilated space) I am happy to meet at the gate when instruments are dropped off or collected.

If you would prefer transactions to happen outside the workshop please tell me this when you contact me – procedures for transactions outside the workshop are outlined below.

Procedures for customers not wanting to enter the workshop

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.

Dropping off instruments (in person) 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 then contact 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). 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 bring in the instrument for assessment before 12 noon then I will report back to you the same day, after 12 noon it may be that I contact you the next working day.

Collecting an instrument (in person)

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 at 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).

- 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).

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 it 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.

Sanitization

I sanitize mouthpieces and head-joints once a repair or assessment is completed (and I never use a customer's reeds) 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).

To return to home page click: www.stevetadd.co.uk