

## GREENFIELD CLOCK SHOP ONE-YEAR LIMITED CLOCK REPAIR WARRANTY

All clock repair work performed by Robert Croswell, t/a Greenfield Clock Shop (the clock shop) unless otherwise noted, is covered by a limited one-year warranty according to the terms and conditions set forth herein. The clock is warranted by the clock shop to operate properly as defined below for a period of one year beginning on the day repairs were completed. If the clock should fail to operate properly during the warranty period and the clock shop determines that the failure of the clock to operate properly is due to failure of the services performed by the clock shop then the clock shop will correct the defect at no additional charge. If the clock shop determines that the clock cannot be repaired the clock shop may refund all or part of the original service charge according to the number of months before the failure was reported. If the clock shop determines that the failure of the clock to operate properly is due to the failure of part(s) of the clock that were not serviced or supplied by the clock shop, or by repairs or alterations, adjustments or parts supplied by others then additional charges for parts labor and shipping where applicable may apply.

New parts made by Greenfield Clock Shop are guaranteed to be free of defects in materials and workmanship for a period of one year. New parts provided by commercial suppliers may or may not be covered by a manufacturer's warranty and are not otherwise warranted by the clock shop. Used parts provided by Greenfield Clock Shop are guaranteed for 90 days.

**Proper operation** is defined as a clock that when fully wound will continue to run and keep reasonable time for at least the manufacturers rated run time except that French clocks are only warranted to run 8 days and 400-day clocks are only warranted to run 30 days. Properly operating clocks will strike the correct number of times on the hour within plus or minus 1.5 minutes of "12". The clock is expected to keep time within about 5 minutes per week as delivered and shall have a sufficient range of adjustment to regulate the clock faster or slower. Final fast/slow adjustment is the owner's responsibility. The ability of the clock to maintain a constant time keeping rate as the main spring runs down (isochronism) is not warranted. Mechanical clocks may periodically make mechanical sounds which do not affect the operation of the clock and such sounds shall not be considered malfunctions..

### **EXCLUSIONS – this warranty does NOT cover:**

- 1) Previous repairs or problems cause by previous repairs.
- 2) Failure of other parts of the clock not supplied or repaired under this service case number.
- 3) Problems caused by the owner after pickup/delivery including but not limited to:
  - .....unleveled placement of the clock,
  - .....damage during transport including but not limited to failure to remove or restrain the pendulum during transport.
  - .....improper reattachment of pendulum after transport,
  - .....improper adjustments and/or regulation,
  - .....trauma (clock fell off the shelf etc.)
- 4) Damage caused by turning the clock's hands backward on non-turnback clocks.
- 5) Unauthorized "tinkering" by the clock owner or others
- 6) Improper lubrication and/or use of incorrect oil or use of any type of nano oil product
- 7) Failure of any part of the clock due to normal wear.
- 8) Failure of the clock due to operation in an unusually dusty, dirty, hot, cold, or damp location.
- 9) Any cost incurred by the owner for having covered defects repaired by someone else.
- 10) Loss of synchronization between strike count and time of day caused by spring rundown.
- 11) Any direct or indirect losses resulting from inconvenience, or any other consequences as the result of the clock failing to operate or operate properly.
- 12) Damage from over-winding after clock is fully wound or weight fully raised.
- 13) Collateral damage to any part of the clock and/or other objects near the clock resulting from breakage or failure of main springs, weights, fusees, weight cords or cables, weight pulleys, click ratchets, or any other part(s) of the clock's power train.
- 14) Personal injury resulting from the failure of any part of the clock.
- 15) Cosmetic degradation (darkening or tarnishing of uncoated brass parts etc. with time).
- 16) Any other condition that is beyond the control of the clock shop.

**SPECIAL CONDITIONS:** Many factors can affect the timekeeping accuracy of a clock, including level placement, temperature, type of power, and the mechanical design of the clock. Some clocks just keep better time than others. Spring powered clocks normally run a little fast right after being wound and slower near the end of the run period. Recently rebuilt clocks may require a few weeks of running to completely "break in" and settle down. The clock shop cannot guarantee how precisely a repaired clock will keep time. It is the owner's responsibility to make minor fast-slow adjustments and level the clock so it runs "in beat" after the clock is in place where it will be used.

**CLAIMS:** Any claims under this warranty must be submitted in writing within 30 days from the first occurrence of the noted problem. If a repaired clock fails to operate properly during the warranty period as a direct result of a failure of a covered repair a good faith effort will be made to correct the problem at no additional cost subject to the terms and conditions of this warranty and any conditions stated on the repair invoice. A claim under this warranty shall not constitute the basis for a refund except if the clock shop determines that the clock cannot be repaired then the clock shop may refund all or part of the original service charge according to the number of months before the failure occurred. In no case shall the clock shop be liable for more than the dollar amount of the original repair invoice.

### **PAYMENT AND ABANDONED MERCHANDISE:**

Payment in full is expected when the clock is picked up or delivered. All work must be picked up or delivered within 30 days of notice that service has been completed. Clocks left unclaimed longer than 90 will be considered abandoned and the warranty voided and the clock will be disposed of at the discretion of the clock shop and according to Maryland law.