

Topsham's Repair Cafe is held in the Dorothy Holman Centre on the 1st Saturday of each month from 10.00 am to 1.00 pm. The Centre is just a few minutes' walk from Fore Street, Topsham and the best way to travel to Topsham is by non-car means as parking is limited.



ON ARRIVAL

■ When you arrive you will be greeted by a volunteer who will explain what will happen and ask you to read a copy of the House Rules.

At 'check in' – You will be asked to sign to say that you have read, understood and will be bound by the rules.

THE TOPSHAM REPAIR CAFE HOUSE RULES

1. Please be nice to us

Please treat our volunteers with respect at all times

2. One repair item per household

To allow as many people as possible to benefit from our service, we ask that you bring only one repair item per household on any one Repair Café day.

3. Repair work is free

The work carried out in the Repair Café is performed free of charge on a voluntary basis by the repairers.

4. Donations gratefully accepted

A voluntary donation is greatly appreciated to help with costs of running the Repair Café as we are depend- ent on donations for a sustainable future.

5. Parts and materials are chargeable

You are responsible for the purchase or cost of new materials such as electrical leads, plugs, fuses or other consumables.

6. Check the warranty first

If your item is still in warranty, please refer to the manufacturer in the first instance.

7. You retain responsibility

Visitors bringing broken items for repair do so at their own risk. All repairs will be undertaken with you on the understanding that you alone are responsible for your item, the safety of your item and your data.

8. No guarantee provided

Volunteers making repairs offer no guarantee for the repairs carried out with your help and are not liable if objects that are repaired in the Repair Café turn out to not work properly at home.

9. No liability accepted

Neither the organisers nor the volunteer repairers are liable for any loss that may result from advice or instructions concerning repairs, for the loss of items that are repaired by you and our volunteers, for conse- quential loss or for any other kind of loss resulting from work performed in Topsham Repair Café.

10. We may refuse to repair or re-assemble

Volunteer repairers are entitled to refuse to repair certain objects and are not obliged to reassemble disas- sembled appliances that they cannot repair or deem to be faulty or dangerous.

11. All items must be taken away, repaired or not

If your item can't be repaired then you must take your item away with you.

CHECK IN

■ The next stage is to be 'checked in'. We will discuss your repair to see whether it can be done. If accepted, a tracking form will be completed and you will be given a reference number.

AVAILABILITY OF AN EXPERT

■ If there is no one there with the right skills, we may ask you to come back next time, or we might be able to refer you a professional repairer.

WAITING TIME

■ Depending on how busy it is, you may be asked to wait in the café where you can enjoy a cup of tea and a piece of homemade cake.

HOW, WHEN AND WHERE THE REPAIR MIGHT BE CARRIED OUT

■ Once a repairer is free they will discuss the item with you and in most cases a repair will be made. Occasionally, the repair may be too big or too complex to be done on the day. The repairer may offer to do it at home but that is entirely up to the repairer.

PARTS AND SPARES

■ There will only be a minimal stock of spare parts, so please think about what might be needed in order to make the repair e.g. the right length and colour zip. You may be asked to pay for any spare parts that the repairer provides.

JOB DONE

■ Once the repair has been done, you will be asked for feedback and to consider making a donation. Repair Cafes are free but we rely on donations to cover our costs such as the hire of the hall and our start-up costs. At the moment we can only accept cash.

