

RepairMonitor form



Name owner: _____ Date: _____ Reference no: _____

*Please answer the questions in as much detail as possible. In the online RepairMonitor the questions with * are mandatory. More answers are welcome.*

ABOUT THE PRODUCT

* Kind of product (e.g. vacuum cleaner): _____

* Brand: _____

(Estimated) Year of production: _____

Model, type number and/or serial number: _____

Problem description + (probable) cause: _____

ABOUT THE REPAIR

Name repairer: _____

Defect found: _____

* Has the product been repaired? ☐ Yes ☐ Half and/or advice given ☐ No

If **repaired**: what did you do? _____

If **partly** repaired: what did you do, what advice did you give? _____

If **not** repaired: why could you not repair it? _____

Reparability of product (1 = difficult, 10 = easy): 1 2 3 4 5 6 7 8 9 10

Did you use repair information? ☐ Yes ☐ No, couldn't find it ☐ No, didn't look for it

If yes, where did it come from? ☐ From the manufacturer ☐ From fellow repairers

Source repair information (url website) _____

Dou you have any suggestions for other repairers of this (or similar) product? _____

House rules

- The work carried out in the Repair Café is performed free of charge on a voluntary basis by the repair experts at hand.
- Visitors carry out the repairs themselves whenever possible, but repair experts on site can help if necessary.
- The fact that the repairs are being performed by unpaid volunteers reflects the allocation of risks and limitation of liability: neither the organisers of the Repair Café nor the repair experts are liable for any loss that may result from advice or instructions concerning repairs, for the loss of items handed over for repair, for indirect or consequential loss or for any other kind of loss resulting from work performed in the Repair Café. The limitations set forth in these house rules shall not apply to claims declared justified on the basis of liability arising by virtue of applicable consumer protection legislation which cannot be lawfully superseded.
- A voluntary donation is greatly appreciated.
- Any use of new materials such as leads, plugs, fuses or applications will be paid for separately.
- Visitors offering broken items for repair do so at their own risk.
- Experts making repairs offer no guarantee for the repairs carried out with their help and are not liable if objects that are repaired in the Repair Café turn out not to work properly at home.
- Repair experts are entitled to refuse to repair certain objects.
- Repair experts are not obliged to reassemble disassembled appliances that cannot be repaired.
- Visitors to Repair Café are solely responsible for the tidy removal of broken objects that could not be repaired.
- To cut down on unnecessary waiting times during busy periods, a maximum of ONE broken item per person will be examined. The visitor will join the back of the queue if there is a second item for repair.

I declare that I have read these house rules and agree to them:

Signature

Date