



# ChDp Ventures Repair Service Request

Name:	Date:
Email Address:	Phone Number:
Return / Mailing Address:	
Unit Model or Serial #:	Purchase Order

Category of Request:     Repair                       Diagnostics Only

Full Rebuild                       Please Call

Describe your Problem or Request:

**Request Completed: (office use only)**

Date Completed:

Signature: \_\_\_\_\_

Comments:

# Repair Process

Upon receipt of the item, we will place it in queue, one of our technicians will review the information on the repair card on page one. If the information is sufficient, we will complete the diagnosis or repair. If it is not, we will first contact you for more information, and then commence the repair. Upon completion, the unit will be tested and we will then contact you for payment information. At this point we will provide a rundown of the costs, and make arrangements for return of the item to you, or pickup.

If the item is not a price-list repair, we will phone before completing the repair if a quotation was not provided in advance, or if there is a material difference in the actual cost from the quotation provided.

# Shipping Information

## Shipping to us

ChDp Ventures recommends shipping repairs to us using Canada Post, Expedited Parcel Service. This ensures repairs get to us within three to four days from anywhere in Western Canada. The address to ship repairs to is:

**ChDp Ventures**

**P.O. Box 62**

**Muenster, SK**

**S0K 2Y0**

If you prefer using a courier service such as DHL, Purolator, Loomis, UPS, Etc, please use the following address. If you are shipping from the US or internationally, please ship using UPS or Fedex or DHL to the address below.

**ChDp Ventures**

**501 College Ave.**

**Muenster, SK**

**S0K 2Y0**

## Packaging Repairs

We recommend that repairs be packaged in sturdy cardboard boxes, with the item wrapped in bubble wrap and any voids in the parcel filled with newsprint or other paper.

**Please include a copy of the repair slip on page one inside the box.** If shipping multiple items in the same box, remove any mounting balls, and make sure to place a cardboard spacer between any LCD screens to prevent breakage.

# Repair Policies

## Unrepairable Device Policy

In the event we are unable to repair your item or device, we will return it to you at our expense, free of charge to you the customer. We do not charge assessment or inspection fees.

## General Terms

- Standard Shop Labour Rate is \$150 / hr.
- All repairs that are not price-listed, are charged at labour rate + parts cost.
- Estimates on repairs are not guaranteed. Sometimes we find other issues in course of the repair. Your final charge may be less or greater than the original quotation. If there is a sizeable increase, we will inform you before completing the repair.
- We endeavour to have repairs completed as quickly as possible and target a turn-around time of 7 days for mail-in / ship - in items. We also offer same day, while you wait, service on many items at the shop. Sometimes, due to parts availability, work load, or other reasons, our wait time may be greater than target.
- We are not liable for damage of a customer unit caused by shipping to or from our facility. If unit appears to have been damaged in transport, we will contact you immediately. If the unit was damaged on its return to the customer, the customer must contact the shipping service directly.
- Any repair items shipped without full address / contact information may be assessed a \$50 fee. If no return address is provided, the item will remain in our secure storage until it is claimed.
- All repairs must be paid in full before the item is released. In the event of dealer, or reseller, prior charge account must be setup if item is not paid for at time of shipment or pickup.

- Any repairs not picked up and/or paid for within 30 days may carry a 1.5% per month convenience / storage fee.

## Minimum Charge Policy

Due to the nature of electronics repairs, we have a minimum charge of **\$135 CAD** which includes up to the **first half-hour of labour, small parts, and return shipping** for minor repairs.

# Warranty

- **ChDp Ventures** warrants that all repairs completed are free of defect in workmanship for a period of 2 (two) years from the date of the repair.
- The warranty covers freight, labour, and parts for the period of two years.
- The warranty does not warrant the whole device. It warrants the portions **ChDp Ventures** repaired. For instance, if we replaced a touch screen, and the following year the unit no longer displayed any data, that is a separate issue, and not covered under the original repair's warranty
- Our warranty does not cover accidental or intentional breakage, or damage caused by welding, lightning, or other forces out of our control.
- The warranty covers any labour, parts, etc. required due to a fault in our original repair, or in any parts we installed as part of the repair to bring the unit to its original state.
- If the end of the warranty period is approaching, **we will honour the warranty past the two year period if we were made aware of an issue before the expiry**, but the item could not be delivered in that time period.

# Contact Information

Phone: 1-877-307-6041 or in Sask: 1-306-900-2072

Email: [sales@chdp.ca](mailto:sales@chdp.ca)

Website: [www.chdp.ca](http://www.chdp.ca)

In Person: 221290 Twp Rd 372, Muenster, SK, S0K 2Y0. Search for "ChDp ventures" on Google, Apple, or Snapchat maps.