

E-mail: hjohnwebb@btinternet.com

Our Ref: H/13847/JCF
18th March 2016

Mr J Webb
Woodcote
Warresley Rd
Hartlebury
Kidderminster

Dear Mr Webb

Hartlebury: St James Church - Clock – Annual Service Agreement

I write with regard to offering an annual service agreement to maintain the clock at St James Church and have pleasure in enclosing a quotation for your consideration.

We would always recommend that when equipment is in constant operation regular servicing becomes essential to preserve long-term reliability and accuracy. We would advise, therefore, that your clock is placed back under the care of our Annual Service Programme.

Listed below are some of the key services that are offered within the terms of our service agreement.

- A guaranteed pre-planned visit once a year to carry out a full service by highly qualified professional engineers.
- Telephone support via our head office is freely available between 8am and 4.30pm Monday to Friday.
- We offer the benefit of local engineers together with national support from engineers based at our head office.
- All of our employees who visit your site are fully insured to cover personal, public and product liability. They are also CRB checked.

If you require any additional information please do not hesitate to contact me. I look forward to hearing from you.

Yours sincerely



Jane Fenton
Business Support Executive

Smith of Derby Ltd
112 Alfreton Road
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United Kingdom
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James Ritchie & Son
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Company registration details
Smith of Derby Ltd
Registered in England and Wales number
1395408
Registered office: Smith of Derby Ltd,
112 Alfreton Road, Derby, DE21 4AU

QUOTATION

Annual Service Agreement

To make one visit each year to inspect, clean, adjust and lubricate all normally accessible parts of the clock system and associated equipment. Where appropriate time side motors are changed automatically at no additional cost.

The cost of the annual service would be **£194 (One Hundred and Ninety Four Pounds)** net plus vat; payable following our service visit.

Also after notification of a breakdown or stoppage to attend as soon as possible to correct the fault, but to exclude faults caused by normal wear and tear, misuse, neglect, failure of power supply, vandalism or other circumstances beyond our control, and the provision and fitting of new parts other than those mentioned above. A call-out charge may apply to this visit to cover engineer's time on site and travelling costs.

Please note that this quotation is offered subject to our standard Terms and Conditions enclosed.

- ◆ The above quotation is submitted on the understanding that our clockmakers are able to gain safe access to the clock system during normal working hours, the provision of special access equipment above two meters is excluded
- ◆ No official form of contract is exchanged and this quotation together with your letter of acceptance is considered sufficiently binding
- ◆ Our offer to service the clock system is on the understanding that it is in reasonable working order. If it is found on our first service visit that additional repair work is required over and above the routine servicing, we will report back to you immediately with details of the extra work required and their likely costs
- ◆ This agreement can be terminated by either party giving one months' notice