



Dauntsey Guns Ltd gun repair policy T&Cs

1. Repairs & Assessment

- All items are accepted for repair subject to inspection; on most occasions this will be at the time the gun is booked in. For less common repairs, i.e on older guns, a more detailed assessment maybe required, and the outcome of the second assessment may deem the gun as B.E.R. (beyond economical repair). If the customer chooses to scrap the gun through Dauntsey Guns, a charge of £20 will be applied.
- For most gun services a fixed price will be quoted, this price is for the service only and does not cover any other remedial work that maybe required to make the gun fully serviceable. Where the cost of the remedial work is less than £50 including VAT, this work will be undertaken and the addition charge added to the service charge.
- If the cost of remedial repair will be higher than £50, an estimate will be provided for acceptance prior to any remedial work being performed.
- In order to provide an estimate for more complex repairs a full or partial strip of the gun may be required. This will not exceed the £50 cap. The cost of this will be made even if the repair estimate is not accepted. For estimates which are approved the actual cost of the assessment will be included in the final invoice.

2. Remedial Repair Charges

- Repair costs are based on labour, materials, and complexity.
- Any estimates provided are not fixed prices unless stated in writing.
- Payment for repairs is due **upon collection**.

3. Parts & Materials

- Replacement parts may be new, refurbished, equivalent or manufactured to fit unless otherwise agreed.
 - Any removed or replaced parts become our property unless requested prior to completion of the service or remedial work.
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4. Storage Charges

- Once a repair or assessment is completed, the customer will be notified of the outcome and the costs using notification methods provided by the customer.
- Items not collected within **60 days of notification** will incur storage charges of **£5 per item per week**. Where the customer is unable to collect the gun within this timeframe, the client should advise the reason for any delay in collection.
- Storage fees are payable prior to or **at the time of collection** and must be settled before the item is released.

5. Collection

- Items may only be collected by the owner or an authorised person. The details of the authorised person must be notified in writing, and they will need to be currently legally certified to possess the guns in order to collect.

6. Non-Payment & Uncollected Items

- If repair and/or storage charges remain unpaid for **60 days after written notice**, we reserve the right to:
 - Continue charging storage fees, if requested by the client, in which case an interim payment to cover charges already incurred will be required.
 - Sell or dispose of the item to recover outstanding charges.
- Any proceeds from sale will be used to settle outstanding amounts. Any remaining balance will be returned to the customer where possible.

7. Abandoned or Uneconomical Repairs

- It is the customers responsibility to inform Dauntsey Guns of any changes to their notification methods. If the customer remains uncontactable for a period of 60 days following notification of quote, completed work or B.E.R, we will deem the gun abandoned and sell or dispose of the item to recover outstanding charges.





The Chimneys • Dauntsey Lock • Chippenham • Wiltshire • SN15 4HD
01249 893 120 • sales@dauntseyguns.co.uk
www.dauntseyguns.co.uk

8. Risk & Liability

- We are not responsible for pre-existing faults, hidden defects, or failures caused by age, wear, or manufacturer issues.

Warranty on Repairs Any warranty on repairs applies only to the work carried out and parts supplied only. The warranty period will be 3 months from the time of collection following the repair.

By placing your guns in storage with Dauntsey Guns Ltd., you are agreeing to our terms and conditions as specified herein.

v1.1 Revised 21/01/2026 to update policies. Price increases come into effect for new customers from 01/02/2026. Repair charges quoted for guns booked in prior to 01/02/2026 will stand at the rate initially quoted to customer at the time the gun was booked in.

