**Frequently Asked Questions (FAQ)**

**When and where does Oxshott Repair Cafe operate?***We operate once every half term with dates published in advance on our website and social media. We meet in the Arc at Danes Hill School. Doors open at 10.30am and close at 1.30pm. The doors will close to new arrivals at 1pm for repairs. You can still attend the café if you arrive after 1pm.*

**Can I just come to use the café?***Yes you can come and use the café and learn a new craft skill in the café area without bringing anything to be repaired.*

**Can I park on site?** *Yes, there is plenty of parking.*

**What sort of household products can I bring for repair?***You can bring along most household products. Typical products include; items of clothing, textiles, lamps, radios, Hi-Fi equipment, strimmers, hedge trimmers, electric mowers, toasters, food mixers, coffee makers, kettles, chairs, small tables, typewriters, sewing machines, toys, power tools, clocks and jewellery. Please note that there are some products we do not repair – see next FAQ.*

**What products do we NOT repair?**   
*Oxshott Repair Cafe does not undertake repairs on petrol driven products, industrial devices, 3 phase power tools, mobile phones, laptops, computers and printers. Products that could present a hazard to repairers such as those known to contain or be made from asbestos should not be brought to the Repair Cafe. Alterations to clothing are also not undertaken.*

**How many products can I bring?***You may enter one product for repair at a time. However after one product has been repaired you can rejoin the queue and enter an additional product for repair if there is time before we close our doors at 1.00pm.*

**Do I need to bring the lead/charger/batteries with me for electrical or electronic products?***Yes, please remember to bring anything the repairer will need in order to power the item up and attempt a diagnosis of the fault.*

**What happens when I arrive with my faulty electrical product?**   
*On arrival you are asked to check in at our reception desk to register your product and complete some simple paperwork with one of our volunteers. We will then undertake an initial check to see if we think a repair is likely and to check if there are any safety issues for our volunteers. Then you will either be directed to a suitable repairer or be asked to wait in the cafe area until one becomes available. Once a repairer becomes available they will discuss the fault with you and then attempt to diagnose the problem with your product. You can sit at the repair station whilst your product repair is being undertaken. You may want to discuss the fault symptoms and even assist the repairer. We actively encourage visitors to discuss with their repairer what is being done, particularly with items that may have developed a simple fault that you could experience again. You may be able to use this knowledge to help rectify or prevent the same problem occurring in future. Electrical items will be safety checked again before you leave.*

**What happens when I arrive with any other faulty product?***This will be the same process as above but without the initial safety check.*

**Do you charge to carry out repairs?***We do not make any charge to look at and attempt the repair of products or give advice concerning its repair. We do not charge for our time. If spare parts or materials are needed to carry out the repair then you are expected to pay for these. Some repairers may order parts with your prior authority that you can then reimburse the repairer for once fitted, or alternatively the repairer may ask you to purchase the parts yourself and then bring these along to a future Repair Cafe for fitting. We are grateful for any donations to help us with our running costs. These can be put in one of the donation jars or using the card machine located at the reception desk.*

**Do you dispose of faulty products?***We do not dispose of faulty products. If a product is no longer required then we recommend that it is taken to an approved recycling centre or local authority waste mangement centre for disposal. Product owners are responsible for the removal of all items that cannot be repaired.*

**Is there a maximum size of product that I can bring?***The product should be able to be carried and not be larger than a piece of airline carry-on luggage. If you are in doubt or have something unusual please contact us via email:* [*diana@oxshottnetzero.org.uk*](mailto:diana@oxshottnetzero.org.uk)

**Can I let you know what I am planning to bring?***It would be very helpful if you could send us an email and let us know what you are planning to bring and what the problem is with your item. This will help our repairers know what tools they might need. Our email address is* [*diana@oxshottnetzero.org.uk*](mailto:diana@oxshottnetzero.org.uk) *please tell us which event you are going to come to.*

**What happens if you need to purchase spare parts?***The product owner is responsible for providing (or paying for) any consumables such as leads, batteries, plugs, zips etc., that may be needed to attempt the repair. If parts are not available to complete the repair the product owner may be required to bring the item back to a future Repair Cafe for fitting.*

**Can you carry out a PAT (safety) test on an electrical product?***We have a PAT tester available that can be used by one of our electrical repair volunteers who can carry out a general inspection and test to check the electrical safety of mains powered electrical devices. If you are unsure whether an electrical item is safe you should stop using it immediately, ensure it is unplugged from the mains supply and have the item checked by a competent electrician. We will always PAT test an electrical item before you leave the repair cafe and will record the result in our logbook and apply the relevant sticker (pass or fail).*

**Do repairs come with a warranty?***Repairers offer no guarantee or warranty for any repairs carried out with or without their help and are not liable if any repaired items do not work properly at home or break down again in the future.*

**Do I need to stay with the product whilst you carry out the repair?***Product owners are expected to remain with the repairer while the repair is being carried out. Items should not be left with the repairer and be picked up at a later time during the session.*

**Can I bring my children and my dog?***Only assistance dogs on a lead are welcome. Parents or Guardians are responsible at all times for the behaviour and safety of their children and pets during their visit to Oxshott Repair Café.*

**Do you have wheelchair access?***Yes, and if needed we can also carry out repairs to wheelchairs for their owners. If you need any additional assistance please speak to one of our volunteers at the check-in reception desk.*

**Do you repair mobile phones, laptops, computers and printers?***In general we do not attempt the repair of these items. There are repairers in the area who can undertake this type of product repair and have the necessary specialist tools required.*