

1. For the most efficient turnaround and response, please send items for service/repair directly to 'John Barry Service, Unit 1, 706 Mowbray Road, Lane Cove, NSW 2066'. Please communicate via Ph: 02 8437 5911 or Email: techservice@johnbarry.com.au - Our other locations and departments will not have information regarding your repair.
2. All freight charges to and from 'John Barry Service, Unit 1, 706 Mowbray Road, Lane Cove, NSW 2066', whether for warranty work or not are payable by the customer and may not be included in our quotation.
3. We accept no responsibility for and may dispose of completed jobs that are left for more than 90 days after notification has been given for payment or collection.
4. A minimum quotation charge of half an hour at the applicable labour rate* may apply on goods where a quote is requested. If more time is required to dismantle equipment for quotation the actual number of hours taken will determine the charge for quotation. NOTE: If an insurance quotation is not accepted then paying the quotation charge becomes the responsibility of the customer.
5. All care will be taken however no responsibility accepted for fire, theft or damage to goods while in our possession.
6. Account customers have 30-day terms of payment. All other customers must pay prior to delivery or collection.
7. Quotations are valid for 30 days only.
8. Due to the complexity of some equipment, if during the course of the repair it is found that additional parts or labour are required then we reserve the right to adjust the quote.
9. Due to the variety of products we repair and the urgency they are often needed back in, we endeavour to complete work within a 3 week turnaround. However please be aware that more time may be required in situations where parts are not available, workload is unexpectedly heavy, or if testing determines other faults.
10. Failure to sign and complete the service/repair form with enough relevant information may incur an additional administration fee, cause a delay in processing the job, or prevent us from accepting the item for processing.

SERVICE AND REPAIR LABOUR RATES – 2018

Note: As of August 2018 we have limited our range of in-house lighting repair services. Please contact us for service required to lighting equipment purchased from John Barry so we can advise on the best option for you.

ALL PRICES ARE EXCLUDING GST (10%)

Repair Type	Minimum Charge
Digital/Film Motion Cameras and accessories	\$97.50 per half hour
Cine Lenses Viewfinders and other optical devices	\$97.50 per half hour
Audio Equipment Recorders, Mixers and accessories	\$90.00 per half hour
Mechanical Items Tripods, Heads, Stands and accessories	\$75.00 per half hour
Cables and Basic Electrical Wiring repairs, soldering terminations	\$65.00 per half hour