



FAQs

1. What is a Bench Fee?

This is a non-refundable fee which covers the initial inspection and provides insurance for your equipment against fire and theft while in my care.

2. How much is your Bench Fee?

There is a fee of **€20** per item for all incoming gear. This will increase to **€50** if the item exceeds 1.5m (5ft) in length, weighs more than 20kg (44 lb) or is valued above **€1000**. (Don't worry, the majority of equipment doesn't fall into this category).

3. Where do I drop-off my gear?

The Workshop is located inside Rumble Rehearsal Studios, Sligo Town on the first floor of the Gurries building. The Eircode is **F91 R7NF**. I have attached some maps for directions. Please call 0899722569 if you need further assistance.

4. What happens on drop-off day?

We will sit down together for a few minutes and chat about how I can help. I'll confirm your details and get your equipment safely tagged and put away. You can then head off and wait until I contact you.

5. When will I hear back from you?

Just to let you know, things are busy at present. Please expect a delay before hearing from me. I need to first find the problem which can take time, and then prepare a report to send you. If you have a deadline to meet, I recommend you arrange temporary equipment **before** leaving anything in with me.

6. How does pricing work?

Every device is at a different stage of serviceable life, so the cost of each job can vary slightly. Not everything is economical to fix. Sometimes a device can be in such bad condition, that it would cost more to repair it than replace it. I'm here to help, and will advise you if this is the case.

7. How do your quotes work?

I need to examine every instrument or device thoroughly before I can send out a quote. When I'm finished with my inspection, I will email you a report and repair quote. This will contain a detailed breakdown of fees, parts and labour. **No work will begin until you have replied and approved it.** If you choose not to go ahead, that's okay. You can arrange to collect your gear and will only need to cover the bench fee.

8. Are there any hidden costs?

No. There are no surprises here. I'm a musician myself, and I understand the need for clear pricing. Once I have sent you a quote, then your repair is fixed at that amount. **I will cover any additional expenses** that may arise during the work. So you can relax and have peace of mind.

9. How long will the repairs take?

Repair times **vary** depending on the situation. If I need to order parts for your device then I have to wait for these to arrive before I can start work. This can add to the wait. As a rough guide, guitars need between 10-14 days to turn around. This can increase if the instrument has a more serious problem. Amps and more complex devices will take longer to complete. I will keep you updated regularly.

10. I need more information, can we chat?

Of course. If you have any other questions that were not answered here, please call or WhatsApp 0899722569. You can also search @RumbleWorkshop on all social media, or simply reply to this email with your questions. I will be glad to answer them all.

Thank you,

Shane Benjamin
Guitar & Amp Technician
Rumble Rehearsal Studios
Sligo