

Repair Estimate Requirements / Repair Shops

Claims that include internal damage to electronic items and replacement or repair costs that exceed \$100 are required to have repair estimates for these items. Any fees involved with the repair estimate may be claimed. Be advised that it is to the discretion of the claims office whether the costs are reasonable and able to be claimed. Repair estimates, even if they are not required, are helpful in processing your claim.

This office does not endorse any repair business. We provide a listing of establishments in which you may seek service upon your own judgment; however, we are not liable for any of the repair shop names we provide. The names are provided as assistance to our clients. Please feel free to contact the claims office if you need help with your repair estimate or claim.

If your repair estimate is equal to or greater than \$1,000.00(10,000yen) for an individual item, you should consult with the claims office to determine whether a second independent estimate should be obtained.

If an item is in a state of disrepair, or the repair cost exceeds the value of the item, the estimate should include a statement indicating the severity of the condition and/or that the repair cost exceeds the purchase price (i.e. "the item costs more to repair than it is worth" or "the item cannot be repaired because damage is too severe and it can never be used for its intended purpose".)

The estimate should differentiate between the shipping damage and normal wear and tear on the item. This may be accomplished by providing the repair shop with a copy of the original inventory in order for them to assess the damage correctly.

Furniture repair estimates should include a statement that indicates whether the repair will be done on-site. If there are pick-up and delivery fees, there should be clearly indicated.

-NOTE- REGARDING ELECTRONIC/MECHANICAL ITEMS:

Please ensure that the technician/repair person specifies damage when providing written estimates (i.e. "circuit board cracked", "control panel broken", or "connecting wires loose".) Words such as "damaged", "inoperable", "defective" or "does not work" are vague and do not adequately describe why a unit is not functioning.