



Live Collective
The Co-Sharing Specialists

Get it Fixed Policy



Sometimes things go wrong or stop working and if this happens, we are here to guide you through the process.

What to do if something breaks or stops working.

1. Please fill in the Get it Fixed Form
2. <https://www.cognitoforms.com/LiveCollective1/TheGetItFixedForm>
3. Submit the form

What happens next?

1. You will hear from us within 2 working days
2. In that time, we will review the information
3. Assess the priority level of the work required
4. Schedule the work
5. Communicate back to you about the time frame it will be looked at
6. Notify the house at least 24 hours in advance before the work starts

What happens if something else breaks or the issue happens again?

1. Rinse and repeat this process







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