

Fix-It Clinic FAQ

Is this really free? - Completely free! The City of Newton is using grant funding from MassDEP to make this event, including all services, replacement parts, and repairs, completely free for Newton residents.

What if my item takes more than 30 minutes to fix? - Since this is a limited, free service, we cannot guarantee that every item gets repaired, within the time slot or at all. By the end of your session, your coach can help you understand what the next steps are to either continue the repair yourself at home or get a referral to a person or business who can continue the work.

Can I bring [this broken item]? - Generally, if you can carry it into the library, one of our coaches would be happy to take a look. We cannot deal with hazardous materials or woodworking items at this event. If you are unsure, or you don't see a category in the signup link that matches your broken item, feel free to email lendandmend@gmail.com with a picture and description of your item.

Do I need to sign up ahead of time? - It is strongly encouraged to reserve a time slot. This will help us plan for how many coaches, tools, and spare parts we will need. We can accept limited walk-ins on the day.