



LAWRENCE ETHAN MUSIC

SHIPPING YOUR GEAR TO LAWRENCE ETHAN MUSIC FOR SERVICING

• **To avoid shipping damage, please be sure to pack your gear very carefully.** For standard 19" rack gear, **use a double wall carton that's at least 23" wide**, to allow at least 2 inches of cushioning on each side. It's **very important** to protect the area around the rack ears, so that they can't cut through the carton and expose the unit to damage.

If your shipping carton is too small or not sturdy enough, we'll need to use our own carton and packing materials for return shipping, which will increase your total cost.

• Generally, we don't require an RA number or advance payment. Partial or full pre-payment is required for all repairs; the amount will be specified on the estimate that we send you. You're welcome to email or call us to give us a heads up or go over costs or other questions before shipping, but it's not necessary.

• Generally, the *minimum* price for repair of rack gear is £150, plus return shipping. Digital gear is usually more expensive. Usually we'll want to replace all electrolytic capacitors in the power supply. In many cases, to assure reliability, we'll need to replace *all* the electrolytics in the unit. We cannot guarantee any repair cost until we receive your equipment and evaluate it.

• All gear shipped to us for service is subject to a minimum £75 fee, to cover unpacking, tests, evaluation, etc. If you decline the repair, this fee, plus return shipping costs, will apply. For complex repair jobs, the cost may be higher. The minimum fee will appear on your estimate.

• Customers in the UK. usually ship to us by DPD, Fedex or UPS. Shipping by post office is fine, but please use a service with a tracking number.

Ship your item to:

Lawrence Ethan Music, The Coach House, Coughton, Alcester B49 5HU

• We don't service semi-pro and consumer audio equipment, Hi Fi gear, or video equipment.

AFTER WE RECEIVE YOUR SHIPMENT...

• After we receive your shipment, we'll book it in and give it a Job Number and email you that it's been booked. Once we look at the unit we can send an estimate. If after starting on the unit we find that additional work is required, we'll contact you with a revised estimate.

• If a repair is declined or canceled by the customer, the job will be subject to an evaluation fee of £75-£150.

• Most equipment is repaired within 2-3 weeks of receipt. AMS, EMT, and certain other pieces require a one week burn-in test after

servicing. Tube gear often takes 3 weeks or longer due to lead time in ordering special parts.

• Upon completion of the job, we'll email you a final invoice with the total charges. Our preferred form of payment is bank transfer.

• Once payment is made, we'll ship your gear quickly – usually within 2 business days. We usually use DPD. We will charge the shipping costs to your bill. If your original carton was damaged in shipping, or we feel it is unsafe, we'll use our own packing materials, at an additional charge. There will also be a packing/handling charge. If you would like return shipping insurance, please notify us. We pack very carefully, but cannot be responsible for shipping damage after an item leaves our premises.

• Repair labor and materials are guaranteed for 90 days, beginning on the day that the closing invoice is sent to you. Repair returns are rare, but if something goes wrong, we'll get you taken care of as quickly as possible.

• Upon completion, we ask that you pay promptly. **If gear is left at our shop over 6 weeks due to lack of response to the estimate, non-payment, or failure to perform pick up, a storage charge of £20 per week will be charged. Items left over 6 months will be considered abandoned and will be subject to auction under the Torts (Interference with Goods) Act 1977.**

• **If gear is left at our shop for 2 months or more due to non-payment or failure to perform pick up, we may need to re-test the gear before shipping or pick up. If we determine that re-testing is needed, a nominal charge for labor time will be added to the invoice.**