

## **Labor Rates**

\$55.00 per half hour, \$55.00 minimum bench fee per piece of equipment. Additional time, if necessary, is calculated to the next 1/2 hour at the above rate.

## **Estimates**

Estimates are available upon request. Typical routine repairs are performed in 1–2 hours bench time plus parts. However, due to the nature of tube audio electronics, it is impossible to know exactly what a repair may cost until the equipment is fully serviced. Although estimates rarely vary more than 10% from actual repair costs, we cannot be held responsible for rough estimates that vary from actual repair costs. You will be advised in advance of any significant variation in repair costs above initial estimates. Naturally, if a repair would exceed the value or cost of replacement of a given piece, you will be advised in advance.

## **Rush Service**

Rush service carries a flat \$65 upcharge. All turnarounds vary depending on current demand, I will advise approximate turn times by request. While I make every effort to adhere to initial turn-around estimates, this may change due to demand, parts availability or shipping times.

## **Equipment Pick-up / Drop-off**

Please schedule an appointment prior to arriving for pick-ups/deliveries. At this time, all appointments can be scheduled online. A \$55 per piece non-refundable deposit applies to all equipment dropped for normal turnaround, \$120 per piece for rush turnaround. Please offer 24 hours courtesy notice of any scheduling changes. You can conveniently reschedule through the link provided online at the time of booking.

Repairs must be picked up within 30 days of completed work. You will be notified when your repairs are complete. Any equipment left more than 30 days after completion is subject to a \$5.00 per day storage fee. We cannot store finished gear due to space restrictions. Storage fees are not negotiable. Any equipment left beyond 90 days after notification of completion will be sold for charges.

## **Parts**

All tubes and electronic components needed for the repair of any equipment are to be purchased through me. The only exceptions to this are for certain specific non-stock/NOS original amplifier components. Prior arrangements must be made to qualify for the possible exception and the customer provided parts/tubes must be presented upon the equipment drop-off. No guarantees can be offered for repair work using previously approved customer supplied parts as they may not meet my quality standards and their provenance is unknown (I order high quality parts only from bone-fide sources and reputable dealers).

## **Payment**

Payment in full is due at the time of equipment pick-up. No equipment will be allowed to leave

the shop without full payment. An itemized, detailed invoice will be provided for all work performed. At this time credit cards, debit cards, and Paypal are accepted.

### **Guarantee**

All work done by me with parts supplied by me is guaranteed for 90 days from the invoice date (completion of repairs). We cannot be responsible for user abuse, misuse, unfamiliarity with repaired equipment, or new issues unrelated to previous repairs therefore additional repair fees may apply.