



## Amphole Terms and Conditions

### Labor Rate

- \$90.00 per hour, \$90.00 minimum bench fee per piece of equipment. Additional time, if necessary, is calculated to the next 1/2 hour at the above rate.
- The labor rate does not allow for free technical phone discussions or advice on the value of your equipment. It is important to understand that my time is your money.

### Estimates

- Many 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 what a repair may cost until the equipment is fully serviced. Therefore, Amphole cannot be held responsible for rough estimates that vary from actual repair costs.

### Rush Fees

- 1 business day turnaround: 50% of total invoice
- 2–5 business days turnaround: 30% of total invoice
- All other repairs will be given best current turnaround time and no additional fees will apply. If you request a specific date for pickup (ahead of the current schedule but outside of the above listed rush fees) and fail to pick the equipment up on that date, the 30% rush fee will be applied to your invoice.

### Equipment Pick-up

- Repairs **must** be picked up within 2 weeks of Amphole's phone notification of completed work.
- Any equipment left more than 2 weeks after phone notification of completion is subject to a \$5.00 per day storage fee. Amphole cannot store finished gear due to space restrictions. Please don't make your scheduling problems the concern of Amphole. Storage fees are **NOT NEGOTIABLE** — please don't ask!
- Any equipment left beyond 30 days after phone notification of completion becomes property of Amphole.

### Parts

- All tubes and electronic components needed for the repair of any equipment are to be purchased through Amphole. The only exceptions to this are for certain specific non-stock/NOS original amplifier components. Prior arrangements **must** be made with Amphole to qualify for the possible exception and the customer provided parts must be presented upon the equipment arrival.

### Payment

- **PAYMENT IN FULL is due at time of equipment pick-up. No equipment will be allowed to leave the shop without full payment. No Exceptions.**
- Cash or personal/business checks only, **NO** credit cards, debit cards or Paypal are accepted.
- Third party billing is discouraged. Amphole's rates/fees do not allow for the additional accounting time needed to collect on such invoices. The terms for payment on a third party billing are set by Amphole exclusively and are not negotiable.

### Returns

- All work is guaranteed. If you have a problem with your repair, Amphole must be contacted within 7 days to arrange for a follow-up evaluation. Amphole cannot be responsible for user abuse, misuse, or unfamiliarity of repaired equipment, therefore additional repair fees may apply.

### Business Hours

- Tuesday — Friday: 10am–6pm  
Saturday: 9am–11am and 12pm–4pm  
**Closed Sunday and Monday**
- All clients must schedule an appointment prior to arriving for pick-ups/deliveries. Please don't show up without prior (same day) notification of your arrival. Your promptness and consideration is appreciated.