



Amphole Terms and Conditions

Labor Rate

- \$120 per hour, \$120 minimum bench fee per piece of equipment. Additional time, if necessary, is calculated to the next ½ hour at the above rate.
- Your equipment will be serviced in the order that it has come in. **Please refrain from calling for a status update.** You will be notified upon completion of your repair.
Typical service turnaround time is about 4 weeks.
- 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.

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.

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 per day storage fee. Storage fees are **not negotiable** — please don't ask!
- Any equipment left beyond 30 days after phone notification of completion becomes property of Amphole.

Payment

- **Payment in full is due at time of equipment pick-up.** No equipment will be allowed to leave the shop without full payment.
- **If billing is required for pro-touring acts,** payment must be completed within 2 weeks of equipment pickup. If it is not received within 2 weeks an additional 20% will be added to the invoice. No exceptions.
- **CASH OR CHECKS ONLY. No credit cards.**

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 (by appointment only)

- Tuesday–Friday: 10 am – 6 pm
Saturday: 9 am – 11:30 am • **Closed Sunday and Monday**
- **All clients must schedule an appointment** prior to arriving for pick-ups or deliveries. **Please don't show up without prior (same day) notification of your arrival.** Your promptness and consideration is appreciated.
- **Parking:** Clients must park on the 223 W. Palm property only. Do not park across the alley. Please call if you have any questions.

CASH OR CHECKS ONLY

223 W. Palm Ave., Burbank, CA 91502 • 818.845.9898