

## Shipping your gear to Studio Electronics for servicing

About half of the gear we service is shipped to us by out of town clients, and we've tried to make the procedure for this as quick and easy as possible. If you'd like to send us gear for servicing, here are a few guidelines and suggestions.

- Generally, we don't require an RA number or advance payment. We do require prepayment for AMS repairs, and we usually ask for a 50% deposit for jobs over \$800. You're welcome to [email](#) or call (818-843-7981) to give us a heads up or go over costs or other questions before shipping, but it's not necessary.
- Our [UREI](#) and [AMS](#) pages show typical prices for servicing. For other gear, you can call or email us for a preliminary estimate. Generally, the *minimum* price for repair of rack gear is \$250.00, plus return shipping. Digital gear is usually more expensive. In most cases 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 the equipment is received and inspected by one of our techs.
- Please print and fill out a copy of our [Service Request](#) form, and include it with your shipment to us. Be sure to let us know the amount of insurance that you want for return shipping.
- **Please pack your gear very carefully.** For standard 19" rack gear, **use a double wall carton that is 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. See our "How To Ship Rack Gear" page for more info.
- Customers in the U.S. usually ship to us by Fedex or UPS. Shipping by post office is fine, but please use a service with a tracking number. If you are shipping from Europe or Asia, post office service is usually cheaper than Fedex or UPS. **For overseas customers, return shipping is by USPS (post office) service only.** Ship your item to:

Studio Electronics  
3727 W.Magnolia Ave, #410  
Burbank, CA 91505  
818-843-7981  
[info@studioelectronics.biz](mailto:info@studioelectronics.biz)

---

### After we receive your shipment...

- After we receive your shipment, we'll send you an Repair Receipt by email or fax. The receipt will usually include an estimate but in some cases, we'll need a few more days to prepare your estimate. If after starting on the unit we find that additional work is required, we'll contact you with a revised estimate.
- If repair is declined or canceled by customer, the job will be subject to an evaluation fee of \$40-\$100.
- Most equipment is repaired within two weeks of receipt. AMS gear 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 or fax you an invoice with the total charges. We accept most forms of payment – credit cards, Paypal, bank transfer, money order, cashier's check.
- Once payment is made, we'll ship your gear back quickly – usually within 24 hours. For North American customers, we do return shipping by Fedex ground. We can charge the shipping costs to your bill, or to your own Fedex account. If your original carton was damaged in shipping, or we feel it is unsafe, we'll use our own packing materials, with a small additional charge. There will be a nominal packing/handling charge, and usually a charge for new packing materials. 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 60 days. Repair returns are *very* rare, but if something does go wrong, we'll get you taken care of as quickly as possible.