

# NEW SHIPPING POLICY

11-10-16

1. You will be charged a basic "carrier fee" that is the same as we're charged by UPS, Fed-Ex or USPS. This fee always includes the appropriate amount of insurance.
2. About one in four parcels incurs a "shipping charge correction". This often takes several days to show up, and is described on our account as a "surcharge". For example, UPS will often accept a box as "normal" when we put in the dimensions on their website, but later they'll bill us for an oversized box. We've never been able to figure out their underlying logic. You will be responsible for any surcharges at the rate that the carrier bills us.
3. Small, rectangular items, such as cassette decks, CD players, and lower-power receivers will incur a flat-rate packing charge of \$20.
4. Larger rectangular items, such as bigger receivers and "all-in-one" stereos will incur a flat-rate packing charge of \$30.
5. Items requiring very intensive packing skills, lest they "die in transport", such as better turntables, will incur a packing charge of \$20-\$40, depending on complexity.
6. Some especially large items, such as speaker enclosures, must be shipped in a customized box. We will contact you with an estimate when shipping such items back to you.
7. We will reuse your original packing materials when appropriate, however, we've increasingly found that it takes longer to repack your set in the original box and with the original cushioning than to use fresh materials. A typical return shipment will therefore contain a combination of original and new packing materials. For this reason, you will be billed \$10 - \$20 for packing materials.
8. We prefer that shipping be paid by credit-card. This saves enormous amounts of time.