

EMI Audio Repair Policy and Rates

NON-WARRANTY REPAIRS:

Our in-shop rate is \$100 per hour labor + parts + tax.

Our minimum labor charge is \$100.

Our diagnostic fee is \$50 and is collected upon repair check-in. The diagnostic fee is non-refundable but will be applied to the total repair cost should the estimate be approved. During repair check in, you can request an estimate or to be contacted if estimate exceeds a specified dollar amount. We suggest a pre-approval of at least \$150.

Repairs are handled on a first-come first-served basis. The time it takes for a technician to evaluate your repair varies depending on current repair volume, but it's typically around 14 days. After it has been evaluated, the technician will contact you with the diagnosis, estimate (if requested), and approximate time of completion.

If faster service is required, you can put a rush order on your item for an additional \$50 fee. This rush order guarantees your item will be on the next available bench for diagnosis. Rush fees are non-refundable.

After completion of the repair, we ask that the item be picked up within 7 days. All repairs carry a 90 day parts and labor warranty on the work that was done.

WARRANTY REPAIRS:

All warranty repairs require a hard copy of your proof-of-purchase unless there is a special circumstance that has been approved by the manufacturer.

Warranty Status on your gear will be determined by the EMI Audio technical staff. Proof-of-purchase provided within the warranty period, although required, is NOT a guarantee that your unit will be serviced under warranty.

Warranty covers MANUFACTURER'S DEFECTS under NORMAL USE. NO-FAULT-FOUND OR ANY DEFECT OR DAMAGE THAT IS CAUSED BY ABUSE/MISUSE MAY NOT BE COVERED BY WARRANTY. In such a case, non-warranty repair rates will apply.