Electronic Equipment Repair Policies.

Thank you for your interest in Sigma Electronics Services (Sigma). Please take note of the following:

Initial Inspection(s) - Minimum Charge

The first step to a successful repair would be to examine and test your equipment to confirm or recreate the condition or issue that caused you bring it to us in the first place. Due to age of the equipment and/or unknown quality of any previous service, it must be inspected to evaluate its electrical and mechanical condition. This inspection is typically performed **prior** to providing a repair estimate and carries a minimum basic charge of $100 CAD for most items. This cost will be required when you drop the unit off. Should you decide to proceed with any repairs identified; this amount will be deducted from your invoice total.

Please remember to bring any manufacturer specific items (such as **remotes or proprietary cables)** with your unit to us as these are often necessary for the unit's full operation. Please utilize the original shipping packaging if you still have it as it provides the best protection for handling. **Sigma has on hand speaker cables, RCA interconnect cables, balanced cables and standard IEC power cables – there is no need to bring those. If unsure about what to bring, please contact us.**

Our Estimate Policy

Following the initial inspection, we will then provide you an estimate for approval for the cost of any general service and repair that will exceed $200 CAD. In this case, repair work will not proceed without customer approval. Under $200, we would just complete the service.

If the estimate is declined, then the $100 inspection/testing fee mentioned above applies and we ask that you retrieve your item within 15 days of the estimate date. Otherwise we reserve the right to dispose of the item. If the estimate is accepted, we will proceed with the repair. Upon completion of the repair, we will contact you to retrieve you item. We will store the item for up to 30 days with conditions – see Unclaimed Units section below.

Often, original replacement parts are no longer available for vintage audio equipment, but we do have limited supply of like or similar parts that can be potentially retrofit to the unit to provide a functional, but not necessarily "factory original", unit that can be enjoyed with much improved reliability. Please contact Sigma for further details.

Conditions for repairs

Any equipment with tubes/valves can be repaired only if a NEW and FULL SET of tubes are purchased by the owner or Sigma ES. This is specifically to be applied to AUDIO amplifiers. We can't warranty the time of what these new tubes will function. Approximate life of tubes is about 1600-2000 Hrs, but failure can be any time.

Owner must be aware of his or her equipment. Unless related to a specific defect that we have identified during the inspection process and noted in our estimate, our repairs cannot improve the equipment beyond its original parameters. Our repairs can only restore the functionality of the unit,

having regard to its design, age, wear, and cannot necessarily satisfy the personal tastes of the owner Any repair can't warranty of the sounding, tonality, tonal balance, metallic, noise level, lacking detail, softness and or any other description which would be a personal opinion of the owner. We just repairing a unit and not the manufacturer of it.
If estimate is approved and repair time is passed the approved time, the unit it may still be not repaired or not repairable due to other parts are no acquirable, then 50% of the estimated dollar amount is due as payment !

Cassette decks, reel to reel and turntables: In order to benefit of the 1 year warranty and have your equipment up for many years to come we need to replace ALL belts,tire, pinch rollers and or anything made of rubber. If you don't want a full service, sorry we will not going ahead with the repair process and we will refuse to take in your equipment.

Warranty

Once the repair is done, there is no "**Refund money option**" is possible.

Sigma Electronics Services has confidence in our craftsmanship. Unless otherwise specified on your paid invoice, repairs include a 1 (one) year limited warranty on the parts installed and the work performed installing these parts, excluding failures from nature, wear or abuse.

PLEASE NOTE - Items such as, but not limited to, mechanical selector switches, function switches, volume, bass, treble and balance controls get extremely dirty and worn over time and the effects of these conditions is usually heard as static when the controls are operated. Typical service to correct this condition is a cleaning with contact cleaner which often corrects the issue. But, in some cases, the controls are "sealed" by design and may not be serviceable or, are simply worn out as in the case of 30 or 40 year old vintage audio equipment that has seen years of use. While every attempt is made to correct the issue, and several cleanings may have been performed while the unit was in for service to correct, not every control can be successfully returned to full original operating spec. and therefore not covered by the 1 year limited warranty. This may be frustrating but please understand that we cannot continue attempting to clean "non-repairable" controls for a year.

Under these circumstances, in good faith, Sigma will perform **2 more cleaning attempt free of charge** should the customer return the item within 30 days of the paid invoice date. Should the condition persist after the second cleaning attempt, there may be an opportunity to retrofit a modern control into the unit – contact Sigma for further details.

Warranty does not extend to matters that are a matter of personal taste, that the owner is responsible for understanding the limitations of the equipment, and the success of any repairs have to be evaluated according to the design of the unit, its age, and wear.

Unclaimed Units

Unfortunately, space at our storage facility is at a premium and we cannot provide storage services. **Pursuant to the Possessors Liens Act of Alberta**, goods left unclaimed for 30 days or more will be subject to storage charges at $10 per day and may be disposed* of without notice after 90 days.

While we understand this may appear to be a little extreme, it is previous experiences and customer behaviours that have pushed us to implement such a policy.

**This may include appropriate recycling, sale on eBay/Kijiji/CAM or disposal*

Repaired Units

After repair is done we seal units with serialized seals. Since no user serviceable parts are inside the unit we want to make sure you don't mess with settings and the repair done.

Broken seal voids the warranty – no exemption !