
Subject: The trials of getting something fixed
Posted by [gofar99](#) on Thu, 24 Jul 2014 01:42:36 GMT
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Hi Everyone, I recently had one of my Origin Live tonearms partially disassemble itself. Clearly it was not assembled properly as the issue was in the horizontal bearing assembly. Bad enough, but the only way to get it fixed was send it back to OL. They are in England. So they say send it to them. Express International mail was \$63. Supposed to get there in 3-5 days. It was at least to the UK Customs area. It spent 6 days there. Then it was turned over to their Post Office. I got notice today from the Express mail automatic tracking that the PO notified the intended receiver that "funding" was due. Gads it seems they want to charge for import duty on something that came from there and is being sent back clearly marked for "repair". I doubt that this is the end of the saga. I suspect that I will be out the cost of return postage and perhaps repairs as it is just over 18 months old. Adding "duty" to that is an insult.
