Subject: New tungsols from SRS and what happened...
Posted by Russellc on Tue, 11 Oct 2005 20:34:27 GMT
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A week or so ago I posted about the tubes I bought from SRS webstore.They were the new tungsol reissue, a matched quad. When I received them I tested them in my hickock 532 tester. Three of them tested very well, around 5500 out of the box, and after testing a few times they seemed to settle at about 6000. The third tube measured only about 4500, dropping to around 4250, and settled in. They (SRS) told me that these were "dynamically matched" and my vintage tester was incapable of detectecting this! Bullshit! I re emailed them telling them there was a problem, so they told me to return them for rescreen. I had advised them that I would be happy with just the "bad"tube replaced. I heard from them today. Of the 117 dollars or so I spent, they refunded less 15% "restocking fee", so I got back approximately 88 dollars and change. They claimed the tubes tested fine, and were not defective! I can understand restocking fees and can live with that, but these tubes, according to them, are on the shelf to be resold, or else it wouldnt be a restocking fee would it?Oh well, I contacted another vender with whom I have had good luck (revolution guitar) and asked what their policy was. They told me they do NO RETURNS on tubes. Oh well, guess I'm going to do what I should have done in the first place and call Upscale Audio. See what happens when you try to save a buck.Russellc