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Subject: Re: New tungsols from SRS tubes and hickock results

Posted by [Russellc](#) on Sat, 22 Oct 2005 12:23:08 GMT

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I received a refund minus a "restocking fee"...I hope this does not mean they are "reselling" these same tubes. They stated that the tubes were just fine. They also complained about a small tear on one of the boxes, and "writing" ( Gm numbers) on the boxes. All I wanted them to do was replace the one bad tube. Easy for them to say that the tubes are OK, but not send them back so I could verify independently.. So, I paid twice on shipping plus a 15 % restocking fee from a seller who will not admit to having ANY bad tubes. I have since learned from other smaller scale dealers who will stand behind their product as to what the problem is. Their sources only warranty the tubes for short periods which usually expire while the tubes are still in the sellers possession. Also, for refund they must be returned to the factory in russia, and some of the small time dealers simply dont want to mess with it. the good ones eat the problem. Apparently others require their customers to. While your milage may definately vary, this is my tale of doing business (for the last time) with SRS-webstore.Russellc

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