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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.

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Subject: Re: The trials of getting something fixed  
Posted by [Wayne Parham](#) on Thu, 24 Jul 2014 15:02:49 GMT  
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I've run into that too. Most countries do not charge import/export duties for repair items or for returned items. But they don't trust the shipper to be honest about it, so in practice, this waiver is never realized. It's frustrating.

Beyond that, I always wince when sending certain things to the repair shop. The ones I have the most trouble letting go of are cars and electronic devices. If I'm really familiar with something, I usually have my own way of handling it and sometimes I find myself kind of picky about it. So if I have a time crunch and cannot deal with it myself, it's really hard for me to let go of it and trust it to a shop.

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Subject: Re: The trials of getting something fixed  
Posted by [gofar99](#) on Sat, 26 Jul 2014 01:43:53 GMT  
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Well...they paid the duty however much it was. They didn't say. Have you ever had the feeling you were about to get zinged for big dollars to get something back? I'm beginning to think along those lines. Then again all might turn out well. I'll keep you posted.

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Subject: Re: The trials of getting something fixed  
Posted by [Wayne Parham](#) on Mon, 28 Jul 2014 06:17:53 GMT  
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I hope they value you as a customer, want to support you for ongoing return business and all that jazz...

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Subject: Re: The trials of getting something fixed  
Posted by [gofar99](#) on Wed, 06 Aug 2014 02:48:29 GMT  
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Hi Everyone, a follow up. They shipped the arm back. It was fixed and even had new tone arm wires. Nice job. They did not send any bill and it must have cost a bit as the arm came back airmail express (ouch) and there was some amount of customs duty on it at the UK end. My thanks to them. The arm works great now.

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Subject: Re: The trials of getting something fixed  
Posted by [Wayne Parham](#) on Wed, 06 Aug 2014 14:44:51 GMT  
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Wow, excellent! That's great news!

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