



## Henley Audio Service Department Advice for Returning a Product

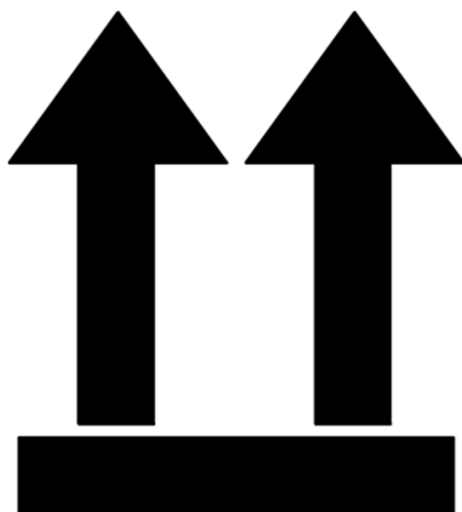
### Recommendations

We always recommend using the original packaging material when arranging to return or ship your product. Please refer to the last page of the user manual for an exploded packaging view. Contact us at [technical@henleyaudio.co.uk](mailto:technical@henleyaudio.co.uk) for a copy of the manual.

If the original packaging is not available please note the following hints:

***(We sell replacement packaging if required)***

- Choose a sturdy box
- Protect your product by using a plastic bag
- Secure any moving parts
- Remove any loose parts
- Pack the device inside the box with padding covering each side, and the top and bottom.
- The box should be filled with packing material. If it is not, the item is likely to move in transit, risking damage to the product.
- A minimum of 3-5cm tightly-packed padding
- Ensure that all parts and components that have been separated are packed and padded independently, so they do not bump against each other in transit.
- Please ensure the device cannot move around in the box, once sealed.
- The use of coarse paper can scratch the surface of certain products. Where possible, use bubble-wrap, foam or Styrofoam around the body of a product.
- Please use the following label to mark your package, in addition to the normal returns paperwork:



## HANDLE WITH CARE

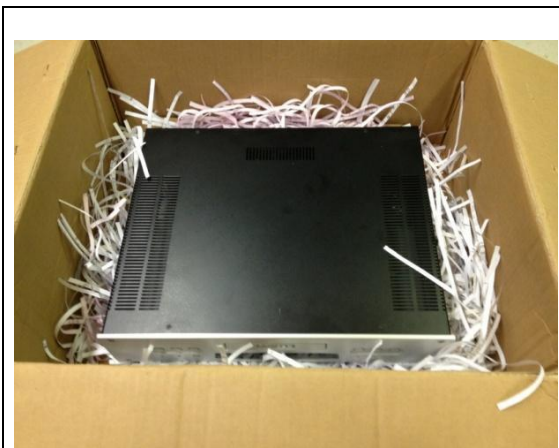


## Specific Advice for Turntables

As turntables are delicate mechanical devices, it is important to ensure they are properly packaged before returning. A poorly packaged turntable can suffer from irreparable damage in transit.

- Always remove the main platter and pack it separately to (or under) the rest of the turntable
- Always secure the tonearm to its rest, using a cable-tie or something similar to avoid it moving in transit. Unipivot tonearms must be secured in three positions – as detailed in the product’s user manual.
- Always remove the counterweight and antiskate weight from a tonearm before shipping (where applicable).
- Always pack the power supply separately, to avoid scratching.
- Ensure the lid is separated from the main turntable body in transit (where applicable). If it makes contact with the plinth, there is an increased risk of marks or scuffs.
- Turntables with removable spiked feet must have these feet removed, as they will damage other items in the packaging.

## Things to Check...



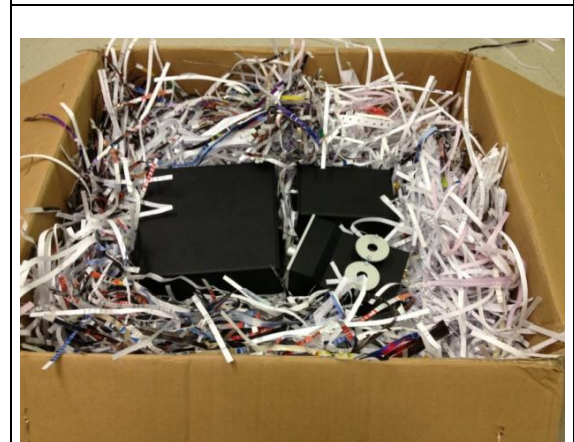
This product is not packed tightly enough and it is at risk of damage.



There is no padding on top of the product to prevent damage during transportation.



This unipivot tonearm has been secured properly, in three places. Non-unipivot tonearms should be tied to their support.



Different components are touching each other. This might cause scratches and further damage.