

***Important * FAQ – Frequently asked questions**

Not definitive and always being modified.

‘I’ve just seen the amazing purchase/hire offer you have on your amps and speaker cabinets. Tell me more.’

1. Why are you offering this service direct?

We are offering this service because we want every confidence that you will receive expert advice MI Amplification style to help you make well informed decisions when it comes to purchasing MI Amplification products. As manufacturers we are here to stand out from the rest of the pack.

2. What are the benefits to dealing directly with you?

You can discuss your amp or cab order with the builder or designer before you purchase. You have the ability to request modifications and custom work within reason of course. We offer a **14 day cooling off period** to give you time settle in with your MI Amplification purchase using your own regular guitar rig. When all is said and done the best place to try out your MI Amplification amp or cab is at home or rehearsal with your guitar and rig and not in store with a guitar you are not familiar with at shop volume levels.

3. How do I know which amp will suit me?

All our amplifiers are designed to have varying levels of versatility for different genre’s but if you are after something really specific or alternatively diverse, please drop us a line and we will be happy to put you straight in relation to what will suit your needs best. At the end of the day we are not going to force an amp on you if we believe it is not the right fit for you.

4. Are there demos available online of the amp/cabinet?

We have made every effort to make sure we have as many relevant video demos for our amps as possible. Click on the video links on this site to view demos of specific MI Amplification products. We will continue putting fresh material up for you to listen to.

In addition you should be able to source a number of product video demonstrations created by MI Amplification product owners online at places like You Tube if you do a quick search.

5. What if I want to try the amp or cabinet before I buy?

Obviously not having a showroom in every city makes trying out amps a little difficult. In time we will make this a little easier for you.

In the meantime we believe finding out from you exactly what your needs are, providing you with all the expert information and demos will give you confidence in you purchase. At the end of the day when you receive your MI Amplification product and it doesn’t quite fit into the mix at that point you can take advantage of the **14 day cooling off period** attached to the purchase.

6. Can I try out the amp elsewhere first?

There are a select number of stores in Australia and internationally that are carrying a number of MI Amplification products. A select number of our authorised international dealers will have exclusivity on MI Amplification products. To find out who they are and what they have please email us or check the dealer page of our MI Amplification website.

7. How much are the amps and speaker cabinets?

Please click on our price list to find out how much our products and extras are?

8. What after-sales service or warranty protection do you offer?

The amp has basically a Limited Lifetime Warranty. The amp is lifetime warranted to the original purchaser against failure of parts/materials and workmanship. The warranty excludes tubes and transformers. The warranty only applies if the amp has not been damaged by accident, abused or misused through repair or modification. Tubes and transformers come with a 90 day warranty. **Note:** Please make sure to register your purchase as soon as you receive delivery of it. Please keep in touch after your MI Amplification purchase. We are always open for product modification post purchase particularly if your needs change.

9. How do I purchase the amp?

Simply click on the BUY NOW button to begin the buying process. You can also email us directly to begin the process.

10. What form of payments do you accept for purchases?

Bank (Wire) Transfer, Cash, PayPal, VISA, MASTERCARD, AMERICAN EXPRESS are acceptable forms of payment.

11. Do you accept trade-ins?

We do not accept "trade ins" as a form of payment. At the end of the day we are a manufacturer and we need to focus on our own products.

12. Do you offer lay-by service or take payment in instalments?

At this point in time we do not officially offer a lay-by service but we can keep an amp aside for you for a short period of time subject to stock availability. To keep paperwork and processing time to a minimum, payments for your purchase must be made in one lump sum. If an amp requires dramatic modification or customisation work we may occasionally request a non refundable deposit before work commences.

13. Can I make changes to the amps sound, tone, or appearance?

The beauty of buying directly from us is nearly every request for a customisation or modification is negotiable within reason. Try us to see how far we can go with your amp.

14. How much are the extras if I wanted to do something a little different with my amp?

Please refer to the price list for a detailed pricing list on modifications, customisation and other extras. If you do not see the price for a specific custom or mod job please drop us a line via email or phone.

15. Does the item price include shipping?

The item price does not include shipping. Shipping & Handling cost will be added to the final invoice.

16. Does the item price include GST? (Australian customers only)

All products sold to Australian customers are priced inclusive of GST (Goods & Services Tax).

17. If I am an international customer living outside of Australia, are taxes and duties included in the price I pay?

Taxes and duties are not included on your order. Your country may charge additional taxes or duties on your order when it enters your country. You are responsible for paying any additional charges.

18. How quickly will my order be ready?

For an off the shelf order that does not require any modification we will make sure your order will ship by the end of the week. If there are any expected delays in preparation of your order we will notify you in advance.

19. How do you ship my purchase to me?

All our MI Amplification products are shipped domestically and internationally with our preferred courier service TNT Express. For some products we may use an alternative courier if their service is more suitable to the safe passage of our products.

20. Do I get a tracking number to track my shipment?

International purchasers will receive an automatic tracking number as soon as the shipment has been booked for pickup. Australian purchasers will receive an email and consignment number to confirm their purchase has shipped.

21. Do you have a preference for a shipping address?

We require that you provide us with a physical address and preferably a business address (e.g. your place of work) where there are people present during normal working hours. Alternatively a residential address is ok as long as you are confident there will be a person present for the delivery.

22. Can I choose my own shipping company to ship my MI Amplification product to me?

If you have an account and good rates with another shipping company we are prepared to let you use them on the proviso that they have offices in Australia, ship to your city and that they offer a door to door service (we need to be confident our gear gets to its final destination safely).

23. How long will my purchase take to ship to me?

Before the order ships we can only give you a rough guide on delivery turnaround based on the information supplied to us by TNT Express our courier.

24. What if I change my mind after I receive the amp?

No problem. You have a 14 day cooling off period to try your purchase at home. If within that time you change your mind, contact us immediately and we organise with you to have the item returned to us. The product must be returned to us in the same new condition that you received it in.

25. Do I get a full refund if I change my mind?

If you change your mind within the 14 day cooling off period you need to contact us to get a Return Authorisation Number and find out the process involved in returning the product. The product must be returned to us in the same pristine condition and packaging you received it in. Once we receive the product back in the workshop we will inspect it to make sure it has not been damaged or received any abuse. Once we are satisfied with the condition of the product we will refund/credit the cost of the products ordered minus full shipping and handlings charges associated with the products between MI Amplification and you the customer. Please note that this method of refunding has been used by Michael at MI Audio Pty Ltd (owner of MI Amplification) for the past 10 years.

26. Can I choose the shipping company I use to return the product if I change my mind?

If you have an account and good rates with another shipping company we are prepared to let you use them on the proviso that they a) are not a freight forwarder, b) have offices in Australia and that c) they offer a door to door service.

27. If I change my mind and return an item for refund does this affect my ability to buy from MI Amplification in the future?

Not at all! Everyone has the right to change their mind even after a product ticking all the boxes in your criteria for choosing. What you buy may not be quite what you were after at that period in time but maybe the next amp we make for example is right up your alley and fits into your rig perfectly.

28. Is there anything you will not do?

I'm sure there is but we cannot think of anything right now apart from the absurd. We will need to come back to you on that one.

29. Ok I think I would like to ask a couple of more questions not answer here. How do I find out more?

Email us directly; we would love to help you with your query.

30. I think I am ready to buy, now what do I do?

Head to the product you are interested and click on the buy button or alternatively email us directly with your order and we can get the ball rolling for you.