

Buying overseas ain't always cheaper!Trust me!!!

From: Dave Lockyer

Name and address with-held to protect privacy

Substantiation available on request

Hey fellow musos and production techs,

First I'll introduce myself. My name is Dave Lockyer, 22 years of age from Perth, Western Australia. I'm currently in an electronic duo with my mate, Paul Milligan and together we make *PeletonResist*.

Q. So why am I writing this article?

A. To give you all a heads up about the dangers of buying audio gear from the US online.

To save me from getting in trouble, I won't mention the name of the company we bought from (obviously). So we wanted to buy a (product name with-held by request normally retailing at \$1,299 AUS) for our studio and naturally wanted to find the best price. Through reading on the net and talking to fellow workmates, we found the internet had some almost too good to be true prices, so we jumped at it.

For your information the product worked out to be \$650 Australian (see why we jumped?). Everything was easy as pie to purchase the product, but once money had been exchanged, we soon found out it was going to cost us a lot more than we had originally thought.

To get it posted from the US cost us \$220 AUS with America's leading freight company. Ok still a good price, so we receive it but uh oh, they didn't put an Australian power supply with the product like I asked, only an American power supply (yes companies do make mistakes). So we contacted the company where we bought the product and we had no response to our query for 8 weeks.

To try to fix this, we went out and bought a step down transformer at the cost of \$250 AUS. So now the price is looking a bit grim. After using the transformer for a few weeks, we decided we wanted the original power pack as we want to play gigs and having a huge transformer with us isn't good for weight. We phoned 10 suppliers around Australia, 9 of them sending the wrong power pack, (now we have a stack of useless non-generic power supplies, and yes we had to pay for them all) and one finally sent us the right pack, total cost of correct power supply, \$200AUS.

Ooohhh pricey I hear you say and just to top it off, four months down the track our input is as noisy as a jack hammer and to have it fixed under warranty, we have to send it to the US. YAY.... not! Total price of the product = \$1320AUS, and we haven't even fixed the input yet.

I know I have rambled, and we probably made a couple of mistakes ourselves but we want people to realise that buying online from overseas isn't always cheaper. Companies make great flash websites to make their products very appealing and "unbeatable" but they are very good at hiding the fine print (if there is any - we didn't find any!).

Buy in Australia people, it may seem a little pricey at first but the hassle you will save is worth the extra money. And hey, that's professional audio for you, and what we bought isn't even that pro!

Hope this will help fellow techs in the industry. If you would like to ask any more questions, contact us here or even just check us out?

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Peace!

Dave Lockyer and Paul Milligan

(copy of letter from a concerned consumer - reprinted with permission of the author)