

WE HAVE YOUR PARTS!

Full Compass stocks many popular parts and has access to parts for every manufacturer's product we sell. Call Jeff at 800-356-5844 ext.1358 and he'll be happy to provide you with current pricing and availability. Or if you prefer, please email us at parts@fullcompass.com

Where the pros are. At Full Compass, we employ the most knowledgeable service parts and repair professionals in the audio and video industry. They offer valuable insight into the proper service, maintenance and fine-tuning of your equipment to achieve the highest level of performance. Our dedicated service parts experts will provide you with the right parts, the first time, and exactly when you need them.

Order parts on our website. We now have a wide selection of parts you can order on our website. Go to fullcompass.com, click on the ACCESSORIES tab, (top left) then select Replacement/Service Parts from the list of categories. Or if you prefer, enter (or click on) the following URL to take you there directly.

<http://www.fullcompass.com/category/Replacement-Service-Parts.html>

Every listing is complete with a picture and description, so you can be confident that you are ordering the correct part. If you have any questions, our Parts experts are standing by to provide assistance.

Parts order form is on the last page of the catalog. Please fill out the information and fax or email to Jeff.

TERMS AND CONDITIONS

PRICING: List prices are manufacturer's suggested selling prices and do not mean Full Compass Systems, Ltd. has sold at such prices. The prices listed may have typographical errors and prices are subject to change without notice. The customer must assume the responsibility of asking Full Compass Systems, Ltd. to verify selling prices. Special prices may be limited to certain merchandise and quantities in stock. **PAYMENT:** All prices listed are priced as "cash with order". Cash means a company check, money order, bank draft or VISA/Master Card/Discover/ American Express. Cash may be speedily transferred by bank wire transfer, call for details. Check may delay shipment 14 days for bank clearing time. Open account terms can be arranged (NET 10). Institutions and government agencies (NET 30). These terms are strictly enforced. A monthly late charge of 1.5% will be charged for all past due accounts. **SHIPPING:** All pricing is FOB point of shipment. Merchandise under 100 pounds will usually ship by UPS. Over 70 pounds may be shipped by truck. The customer is responsible for all shipping and insurance charges. There is one C.O.D. charge per box shipped. The customer must inspect all shipments for damage and is responsible for making claims to the shipper. The minimum shipping charge is \$10.00. Air freight, bus and U.S. mail may be requested. Middleton is serviced by GREYHOUND, EMERY, FEDERAL EXPRESS, NORTHWEST, TWA, UNITED and AMERICAN AIRLINES. **DELIVERY:** Full Compass Systems, Ltd. will make all reasonable efforts to make quick deliveries. Merchandise in stock will usually ship within 48 hours of order receipt. Some items shown in this catalog may not be in stock at time of order and stock is shipped on a "First come, first serve" basis. Back ordered merchandise may take up to two to four weeks for delivery. Since some of our 500 suppliers are slower than others, please ask for an estimate. If the customer has a deadline, it must be stated in writing. Full Compass Systems, Ltd. will make all reasonable efforts to meet such deadlines but cannot guarantee delivery. **CANCELLATION:** Customer may cancel 45 days after receipt of order or after a missed deadline. Unless a written cancellation is received, Full Compass Systems, Ltd. will assume merchandise is still wanted and will make shipments. Cancellations of any special ordered merchandise in transit to us or to the customer will not be honored. **WARRANTY:** FULL COMPASS SYSTEMS, LTD. ITSELF GIVES NO WARRANTY, EXPRESSED OR IMPLIED, INCLUDING THOSE RELATING TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. All warranties are with the manufacturer. **REFUNDS:** Refunds or merchandise credits will be made within 10 days of written request, only for cancelled and unshipped merchandise. This request or refund will only be honored after a written delivery deadline

has passed. If no delivery deadline has been received, the request must be made a minimum of 45 days after order receipt. **SATISFACTION:** Merchandise may be returned within 5 days of receipt without restocking charge, if the original manufacturer's carton is unopened and undamaged. If the package has been opened a MINIMUM restocking charge of 15% or \$10.00, whichever is more, will be charged. Used or damaged merchandise, missing accessories or packaging will increase the restocking fee to cover our costs. Returned merchandise may be exchanged for credit against future purchases. Customer is responsible for all shipping expenses from and to us on returns. Returns are not allowed on special-order/non-stock, closeout, used or discontinued merchandise, tape, gel, lamps, books, software, chemicals, or on bids and contracts. All returns must have an RA-number on the package, please call for details. **DEFECTIVE MERCHANDISE (FIRST 30-DAY EXPRESS TURNAROUND):** We will, at our option, repair or replace defective merchandise within 14 working days of receipt. If it will take longer, we will, at the customer's request, lend similar merchandise to the customer until repairs or replacement can be completed. This does not cover merchandise which is too heavy to ship UPS, multitrack recorders, multitrack recording consoles, duplicators, video, computer or lighting equipment, used, as-is or consignment merchandise. The customer is responsible for the expense of shipping to us; we will cover normal UPS surface shipping of loaner and returned merchandise to the customer. The customer is responsible for damage or non-return of loaner equipment, and may be asked to put up security for such equipment before it is shipped. **DEFECTIVE MERCHANDISE (AFTER 30 DAYS):** Full Compass Systems, Ltd. will do warranty and non-warranty work on many of the brands it sells. Please call first to see if you will be more quickly served by us or the manufacturer. If the customer needs loaner equipment during the repair of equipment purchased from us, we will make such equipment available at half our normal rental rates while repairs are being made, subject to availability. **RETURNS:** Any merchandise returned to Full Compass Systems, Ltd. must have an RA (Return Authorization) number attached. Without this number the package may be refused or not properly identified as to its origin and reason for being returned. Please call us for an RA number and have documentation such as the invoice or packing slip ready when you call. **MACKIE:** Mackie products will be sold and shipped only within the United States and its territories. **ROLAND:** Roland products will be sold and shipped only within the United States and its territories. **YAMAHA:** Yamaha products will be sold and shipped only within the United States and its territories.

CALL US.



FULL SERVICE:
800-356-5844
608-831-7330
608-831-6330 (FAX)
M-F 9-5:30 CST
FULLCOMPASS.COM



QUICK PURCHASE:
800-476-9886
M-F 8:30-5:30 CST

MANUFACTURER LISTING

A select number of replacement parts are available for purchase on our website. As you read through the following pages, click on the links (by individual manufacturer names) to view these parts online.

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