

- SMc Audio -

Important Shipping Information

Lately it has become increasingly important to double-box the DNA amplifiers for shipment. We have received several amps (especially DNA-1s) that were properly packed, yet arrived with damaged faceplates and heatsinks. We now feel that the original box and packing materials are insufficient protection for the larger amplifiers when using UPS Ground service. In fact, we received a DNA-1 that was double-boxed and it still sustained faceplate damage while being shipped UPS Ground. Although we consider this to be unusual, the lesson is clear: you must do everything you reasonably can to ensure the safety of your amplifier during shipment.

We have had excellent results using FedEx Express services to date. It is our recommendation that you double-box all DNA amplifiers and use FedEx Express Saver (3 day) service. Although this service does cost a bit more, we feel the added insurance is worth it in the long run (and speaking of insurance, always insure your equipment for the full replacement value).

The type of damage we have seen is superficial, cosmetic damage (dented or bent faceplates, heatsinks, etc.). It is very important to understand that metalwork is no longer available for the older amplifiers. If your amp is damaged in transit and you manage to collect on a claim (a difficult and time-consuming process), you may receive some compensation for the damage but you will not be able to replace your faceplate. It is also useful to understand that UPS *does not consider the original packaging materials to be adequate protection for a damage claim if they have been used for shipping more than 2 or 3 times*, or are not clearly in excellent condition.

Of course you may ship your amp to us using the method of your choice, and both UPS and FedEx are reliable companies in terms of timely delivery and professional service. In addition, FedEx has now added ground delivery services similar to UPS, but we do not yet have enough experience with them to make any recommendation.

Although preamps, Micro components, and smaller amplifiers are typically undamaged when shipped via UPS Ground in their original box and packing, we recommend you double-box the amplifiers (DNA-0.5 and larger) and use FedEx Express Saver.

We define double-boxing as the use of a second outer box that is at least 1 or 2 inches larger than the original box on all sides. This air gap is then filled with heavy foam packing (good), bubble-pack (very good), styrofoam peanuts (yech!) or something similar. Faceplates are particularly vulnerable, so try to add reinforcing cardboard or stiff foam around the faceplate edges for extra protection. Placing your equipment in the original plastic bag (or a replacement) will help to protect the finish during transit.

DNA-2 owners may wish to call us before shipping and arrange for the custom wooden crate (included in the Revision A upgrade) to be pre-shipped to you for safest transport.