

## F A Q's / WARRANTY / T&C's

*LeaderCampbell Ltd - Diezel UK General hours of business?*

Monday to Friday - 9 am to 6 pm

Weekday evenings / Weekends / Bank Holidays by prior appointment.

We will always do our best to accommodate out of hours contact, though we cannot be a 24hr Company

*I must have the 'Diezel' tone at my fingertips, but the economy is messing with my pocket - what can I do?*

Have a look at the Payment Plan page and see which plan works for you. We have worked hard to establish rates and arrangements that are far more economical and flexible than taking a bank loan or using other methods such as a Credit Card.

*Can I visit to Demo?*

Yes, we also strongly encourage bringing your current amp and guitar to enable a more accurate A-B test. (Be Warned, the results can be embarrassing)

*Does 'Diezel Amplification' Give out Endorsements to Artists?*

The simple answer is that each player is an owner.

*Can I Rent / Loan an Amp or Rig for a Recording Session?*

Yes - Contact for details and rates (Loans must be accompanied by a signed off & Verified Loan form).

If you are considering Hiring equipment from us, the more lead time the better. Let us know as far in advance as possible.

*I currently need to run a plethora of Drive/Crunch/Distortion/FX/Noise suppressor pedals in line before the Input jack of the amp on my current rig - Will I need to do the same with a Diezel?*

NO - These are Real Amplifiers!

Guitar-Amp-Cab that's it, pretty much everything else is better off routed thru the FX Loops

*Wow, they are So quiet between notes and Chords even when cranked, is there a Noise Gate/Suppressor in there?*

NO - These are Real Amplifiers!

*I'm getting a lot of unnecessary feedback while I'm playing?*

Roll the Gain back, there's a Good chance you've more than likely overshot the Sweet-spot Start with Gain dials around the 12 O'Clock mark and tweak from there.

The following is a suggestion (be careful with the Master Volume, We are not responsible for your Hearing)

While Master Volume is at low to mid levels (7-10 O'Clock on the dial), stand a few feet away, palm mute the strings, when the feedback just starts, this is usually the Sweet-spot of the Tone. This is where the Amp will Sing, with each note, chord, chug, harmonic pinched squealing deviant coming to life.

*I've heard that 'Diezel' are only for Metalists?*

An amazing mis-preconception, each amplifier in the range is Highly versatile, capable of easily covering many playing styles. While each is focused toward a different users needs, it's really a case of finding which Amplifiers Voicing Characteristics suit You!

## FAQ's / WARRANTY / T&C's

*When I purchase, what is the preferred method of payment?*

Direct online bank transfer is the easiest all round. Once an order is placed, we send an Invoice to you (bank details are on the bottom). Once payment is received in Full (or as agreed within a Payment Plan) We then ship the item. We do not ship before payment is Received.

*I've bought an Amplifier, it's been a week and I think that one of the others would actually suit better after all?*

We do not want to sell a player the wrong amp - Call us and we will happily discuss

*I can afford the Amp I really want, but don't know if I should stretch to the Cabinet?*

The 'Diezel' Cabinets are as much a precision designed and built musical Instrument as the heads. Do yourself and your Music a favour and unlock the Tone available from the Amp with 1 or more complementary Cabinets

The difference is everything!

It's a false economy to have that great guitar with a great amp and top it off with an under considered cabinet that was conceived with cost as the primary focus.

*Any other Questions?*

Feel free to contact and ask

Also, try the 'Diezel' Rig-Talk user forum. The community here are generally very helpful.

*Warranty Period?*

On all amps - 3 Months for Tubes

On all amps - 5 Years to Original Owner.

(Next owners can purchase a Warranty renewal from us).

Columbus, FS7HA & FS7HE - 1 Year

Speaker Cabinets - 5 Years

*Returns Policy - Product purchased from base?*

The usual Trading Standards / Consumer Rights apply here. In the unlikely event the item be found to be faulty due to a manufacturing defect or Shipping accident and or be not fit for purpose, then a return / refund is accepted

Please note, Should your financial situation have changed post purchase.

We cannot accept a Return based on the concept of a customers account having less money in it after purchasing a high end product than before.

Should you feel such a purchase will upset your Cash flow in a negative manor, we would much rather you discuss a Payment Plan with us.

*Returns Policy - Product purchased Online/Over the Phone (not at base)?*

The usual 7 day No quibble, No questions Cooling off period applies. So long as the equipment is in the same condition as when purchased/Shipped.

## **F A Q's / WARRANTY / T&C's**

### *Damages suffered whilst in Shipping to a Customer, from Purchase?*

We only employ the services of highly reputable shippers/couriers, having said this Knocks and Accidents can happen. Should your item arrive with obvious signs of Damage. Do not accept the item from the Courier. If possible take a photo of the Damaged area (this helps for later), Have it returned to point of sale.

Should someone else be signing off for the Delivery on your behalf, At a minimum keep the Packaging (without adding extra Damage). We always ship with the Insurance box ticked. But once Accepted it is Generally very difficult to appoint blame successfully to the Courier and invoke an insurance refund.

### *Returning a Damaged item?*

Always make sure that the Insurance section is Ticked and priced accordingly on all Shipping/Weigh Bills. We cannot be held responsible for Loss or Damage whilst an Item is in transit to us.