

How The Ordering Process Works for Lathe Cuts:

You send me an order form, as detailed as possible with your name, label/band name, quantity, type and length of record, any extras like labels or poly bags, and your shipping address.

I get back to you with a quote, letting you know that shipping will be calculated at the time the order is packed up. I can do my best to give you an estimate, just ask. You can choose to pay 50% upfront, then 50% plus shipping when the order is packed. You can also pay 100% upfront, then pay shipping after. If you need a rush order (guaranteed 3 week turntime) there's a \$35 rush fee.

Paypal to: tragwag@gmail.com

If you haven't sent files yet, I'll probably ask you to do so. (read the File Prep instructions) I let you know the current turnaround after you've paid, and sent your file. Turnaround is calculated from the day payment is received!

Send files through dropbox or wetransfer to: tragwag@gmail.com

If anything changes after you've paid, especially if we've sent a bunch of messages back and forth, PLEASE update me with the total order. Instead of saying "add 3 copies to that", say "I would like 10 total copies, instead of 7". It gets really confusing if I'm doing the adding on my end.

Once I'm working on your records, I'll try and let you know they're coming. At the least, you'll get an email when they're all done asking for your shipping address if I don't have it already. I'd really appreciate it if communication can be kept at a minimum in terms of "checking in". Once I have your money, files, and I've given you a turnaround, you'll absolutely hear from me before the turnaround is over, usually with a "your records are done" message, unless something has come up. When the records are done, you pay the remaining balance, and I ship your records out. Your choice of USPS media mail or USPS Priority or UPS. Every shipment is insured, and you'll be sent tracking info.

If there's something wrong with your order when it arrives, please contact me immediately. If it's a shipping error, we're covered by insurance. Whatever you do, don't publically complain until we've talked. If you're unhappy because you thought they'd sound different, that's another issue. I put a lot of effort into helping people know what to expect, and I'll let you personally know if your file isn't coming out great while I'm cutting it. I'm just one person here, not a big company trying to screw you over on some technicality so please just work with me if you have any sort of problem.

If you're super happy with your order, let me know! I love hearing from clients that their lathe cuts sold well, or I made someone's day with a project, that's what keeps me going. If you're so inclined, give me a facebook like on the studio page, and share your thoughts.

-Tyler Bisson
Audio Geography
www.audiogeography.com