

6. Testing and Claims

Testing and measuring methods are carried out in accordance to the CSN IEC 98 norm, which is based on IEC 98 1987. We recommend testing the acoustic quality on equipment which has at least a middle quality needle. There should be a weight/force on the tip set at 2/3 of the recommended interval. It is sufficient to use a needle which has biradial point.

Labels are checked by visual control.

It is mandatory to adhere to the provisions contained in the terms and conditions when submitting a claim against vinyl records. To process a claim quickly, it is recommended to include:

- The claimed title, description of the claimed defect (you must specify the track time when claiming against defects in an audio track). Details of the claim must be complete.
- The claim must contain a sample of the item in question.
- It is necessary to lodge a written claim protocol with the carrier when submitting claims against damaged goods (damaged transport containers, inner and outer packaging), or the quantity delivered