

DDRUM WARRANTY TERMS AND CONDITIONS

This warranty given by Armadillo Enterprises USA, 4924 West Waters Avenue, Tampa, FL. 33635, by the ddrum Service Division, solely to the original purchaser of ddrum acoustic drums, hardware and parts. This warranty is applicable to active models purchased as of May 1, 2011 and is not retroactive to purchases before May 1, 2011.

ddrum will repair or replace drum shells proven defective under normal use for Lifetime inspected by ddrum Service Division. Exclusions - Drums Service Division will not warranty shells under the following conditions:

- Damage or defects due to misuse, abuse, normal wear, exposure to extreme temperature or humidity
- Alteration
- Accidental or intentional damage
- Shipping damage

ddrum will repair or furnish replacement for drum shell finishes for a period of two years proven defective after inspected by ddrum Service Division. Exclusions - Drums Service Division will not warranty finishes under the following conditions:

- Damage or defects due to misuse, abuse, normal wear, exposure to extreme temperature or humidity
- Alteration
- Accidental or intentional damage
- Shipping damage

ddrum will repair or replace hardware stands/pedals and/or relevant parts/components/hoops for a period of two years proven defective inspected by ddrum Service Division. Exclusions - Drums Service Division will not warranty hardware stands/pedals and/or relevant parts/components/hoops under the following conditions:

- Damage or defects due to misuse, abuse, normal wear, exposure to extreme temperature or humidity
- Alteration
- Accidental or intentional damage
- Shipping damage

Accessories / Components Excluded From Warranty Repair or Replacement:

- Drum Heads
- Drum Sticks
- Cymbals
- Beaters
- Springs and Straps
- Plating on Metal Parts
- Bass Drum Hoop Finishes
- Any ddrum branded products purchased from an unauthorized dealer or agent

Special Finishes - Drum hardware and stands ordered with Black Chrome plated, Gold plated, Satin Chrome plated, Black Nickel plated, and lacquered finishes are highly sensitive to cosmetic damage that can occur during normal handling and use. No warranty of any kind, including any added warranty protection, is provided against cosmetic defects or appearance damage to these finishes.

Electronics and triggers warranty-1 year

How To Obtain Warranty Service

You must provide an original receipt of proof of purchase, and must be included with shipment of goods to be inspected by ddrum Service Department

You must have a return to manufacturer authorization number. This can be obtained through an authorized ddrum dealer from ddrum Service Department

You must place this in a conspicuous place on the top of the shipping carton

Freight, boxes, packaging and insurance is the sole responsibility of the original purchaser. ddrum will NOT provide these items for warranty returns.

ddrum Service Department is solely responsible to provide a valid warranty adjustment, repair, or replacement. Assessments made or preformed by any other entity will result in voiding any implied warranty.