



Placing Orders

You can order our products online or through an authorized Phoenix Drum Company, LLC. Dealer, listed in the Dealers' Page on our website.

For order from North America and World, exception the European countries and Russian sales are handled directly by Phoenix Drum Company.

Please contact us at

PHOENIX DRUM COMPANY - AMERICAS & WORLD

11445, E Via Linda, Ste 2240
Scottsdale AZ, 85259
Email - phoenixdrumco@me.com
Phone - 602-763-1124
Fax - 480-614-8146

Note: If you are placing an order from any other place of origin outside of North America, Europe and Russia please contact us to confirm that Phoenix Drum Company can ship goods to your country.

For international orders within Europe and Russia please contact:

PHOENIX DRUM COMPANY- EUROPE

Mr. Vedran Alicehajic
6, Franklin D. Rooseveltlaan
2285CD, Rijswijk (ZH)
The Netherlands
Europe
E-mail: info@pdcdrums.eu
Phone: +31-648 - 45 - 4437

Sales orders:

- i. All sales/orders are final.
- ii. Stock products must be paid in full, prior to shipping.
- iii. 50% non-refundable deposit is required to start production of your custom build to suit order(s) .The remaining balance is due before shipment of your order.



- iv. Unless The Client has obtained Phoenix Drum Company' consent to delay or extend payment period for valid reasons in writing, orders that are not paid in full within 15 days of the order's completion will be considered "abandoned" and will become residual property of Phoenix Drum Company LLC.
- v. Deposits and/or payments associated with the abandoned order will not be refunded.
- vi. Order Receipt Confirmation will be sent to the client immediately upon accepting the new order, verifying that the client's order has been placed and production has commenced.
- vii. Due to the custom-nature of the work, no cancellations are permitted once the order is placed.
- viii. Once the order confirmation has been sent to The Client no refunds of deposit will be provided.
- ix. The client cannot change or modify orders once production has begun unless the changes are authorized by the Phoenix Drum Company, LLC and paid for by the Client.

International Orders:

All international orders are subject to VAT, duties and taxes as determined by the country of destination (your country). These charges are the responsibility of the receiving party (you) and will be determined by customs officials in the country where your shipment arrives. Phoenix Drum company cannot calculate what that cost. Contact customs officials in your country to determine the charges for importing musical drums from the USA.

The declared prices of your purchased items on your custom declaration for international shipping must be same as the prices on your original receipt of purchase.