



## **Phoenix Drum Company, LLC. Return Policy**

Please review Phoenix Drum Company, LLC. Warranty Document, published below

### *Notes:*

- i. Only items covered under active warranty are eligible for free of charge repairs
- ii. No shipments of damaged goods will be accepted for repair without a Return Authorization (RA) number, obtained from an Authorized Phoenix Drum Company Dealer or directly from Phoenix Drum Company.
- iii. Any and all shipping charges associated the return of the damaged item(s) to an Authorized Phoenix Drum Company Dealer or directly to Phoenix Drum are the sole responsibility of the purchaser.
- iv. We will fix it or replace the drum free of charge at our discretion if we establish that there is a manufacturing defect with your drum product. Contact Phoenix DrumCo and explain the nature of the problem you are facing. You can also send photos and description of your issue by mail or email.
- v. If we decide that your item(s) needs to be inspected by our professionals, we will issue an Return Authorization Number (RA#) and send to you instructions for safely shipment of your return for inspection.
- vi. If your drum is in need of repair and it is not longer covered by warranty, we will provide an estimate for parts and labor needed for the repair and safety shipping return instructions.

To obtain Return Authorization, please contact us at:

Clients from North America and World

### **PHOENIX DRUM COMPANY - AMERICAS & WORLD**

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



Clients from the continent of Europe or the country of Russia,

### **PHOENIX DRUM COMPANY EUROPE**

#### **Vedran Alicehajic**

6, Franklin D. Rooseveltlaan  
2285CD, Rijswijk (ZH)  
The Netherlands  
Europe  
Email: [info@pdcdrums.eu](mailto:info@pdcdrums.eu)  
Phone: +31-648 - 45 - 4437

### **Return Procedures:**

- All returns must have a Return Authorization number in order to be accepted by Phoenix Drum Company LLC.
- Ship Returns with Return Authorization Number to

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### **Phoenix Drum Company, LLC. Limited Warranty:**

Phoenix Drum Company, LLC. warrants that All Drum Shells\* and Finishes are free of material and workmanship defects for a period of Two (2) years from the original date of purchase.

Phoenix Drum Company, LLC. warrants that All Electronics, including LEDs, Controllers, and power supplies are covered by a manufacturer warranty of 30 days.

Phoenix Drum Company, LLC. warrants that All Drum Hardware\*\* is covered for a period of one (1) year from the original date of purchase.



Phoenix Drum Company, LLC. will repair or replace any defective components free of charge. The defective component/s will become the property of Phoenix DrumCo. and will be replaced with comparable or functionally equivalent parts to the original purchaser upon delivery of the product to an Authorized Phoenix Drum Company Dealer. Proof of purchase in the form of original receipt and original ownership status are required for warranty coverage.

Phoenix Drum Company, LLC. Warranty does not cover:

- i. Phoenix Drum Company, LLC. Drumheads are not covered by this warranty due to expected normal wear and tear of the drum heads during use.
- ii. Phoenix Drum Company, LLC. Warranty does not cover any modifications or alterations made to original equipment or factory parts by any other party, different from Phoenix Drum Company.
- iii. Phoenix Drum Company, LLC. Warranty does not cover damage caused by neglect, lack of proper care and maintenance, exposure to moisture or temperature extremes (including, but not limited to direct sunlight, freezing temperatures, damage from water, flood, snow, hail, mud, chemical spills, excessive weight pressure on any of the parts of the product, abnormal strain, extreme heat and/or direct exposure to the elements, damage by rodents or insect infestation).
- iv. Phoenix Drum Company, LLC. Warranty does not cover Special Finishes or Finishes by The Client' Custom Request ; all plating including, but not limited to, Gold plating, Satin Chrome, Black Nickel, Powder Coating, and lacquered finishes.
- v. \*Note: Special Finishes are susceptible to cosmetic wear that can occur during normal handling and use. Therefore, no warranty of any kind is provided against the cosmetic wear or appearance of these finishes.
- vi. Phoenix Drum Company, LLC. Warranty does not cover damages to threads on lugs, clamps, and all hardware is not covered against cross-threading or stripping
- vii. Phoenix Drum Company, LLC. Warranty does not cover damages due to mishandling, misuse and abuse of the drums caused by improper operation.
- viii. Phoenix Drum Company, LLC. Warranty does not cover Items with badge or serial numbers intentionally obscured, changed or removed.



- ix. Phoenix Drum Company, LLC. Warranty does not cover damages caused by improper maintenance or attempted repair, including the installation of parts or components that do not conform to the quality and specification of the original parts and components.
- x. Phoenix Drum Company, LLC. Warranty does not cover damages to PDC products which have occurred due shipping incidents.
- xi. Phoenix Drum Company, LLC. Warranty does not cover PDC Drums purchased from a source other than an Authorized Phoenix Drum Company Dealer or Retailer.
- xii. Phoenix Drum Company, LLC. Warranty is only granted to the original purchaser upon presenting the original proof of purchase.
- xiii. Phoenix Drum Company, LLC. Warranty does not cover normally occurring changes in the wood grain of the drum shell, fading of the shade of the lacquer finish due natural aging of the instrument or the instrument' hardware.
- xiv. Phoenix Drum Company, LLC. Warranty does not cover products, integrated or factory installed in the body of the drums, which are not manufactured by Phoenix DrumCo., or products purchased from Phoenix DrumCo, of which Phoenix DrumCo. is a distributor but not the manufacturer.

Phoenix Drum Company, LLC. Warranty does not carry over to refurbished item(s). A refurbished item will not be assigned new warranty from the day of refurbishment; however it will remain warranted for the remaining period of time under the original warranty for (2) two years from the date of the original purchase.

No shipments of damaged goods will be accepted and received for repair without Return Authorization (RA) number , obtained from an Authorized Phoenix Drum Company Dealer or directly from Phoenix Drum Company.

Any and all shipping charges associated with the return of the damaged item(s) to an Authorized Phoenix Drum Company Dealer or directly to Phoenix Drum Company are the sole responsibility of the purchaser.



This warranty gives specific legal rights to the Original Owner of Phoenix Drum Company, LLC. product(s). The Original Owner may also have other rights which vary by state, country or province. These provisions and limited warranty are covered by the laws where the original purchase took place.

Phoenix Drum Company, LLC the Warrantor under this limited warranty, recognizes that this agreement is enforceable only to the extent and in a manner permitted under applicable laws.

Terms and conditions of this limited warranty are subject to change without notice. All products warranted under this specific coverage will be honored.

*\* Drum shells shall refer to the wood body of the instrument and its components such as reinforcement hoops, bearing edges and finish (FinishPly laminates, Satin Oil, and any Lacquer process including, but not limited to Graphics, Exotics and any combination thereof).*

*\*\* Drum Hardware refers to any and all plated metal components consisting of, but not limited to, lugs, counter hoops, tension rods, throw-offs, butt plates, spurs, tom brackets, tom mounts, and other related mounting hardware.*

*Additional Notes:*

*1. LED double stick tape can lose adhesion over time, depending on various conditions, such as; exposure to heat, chemicals, direct sunlight, improper shipping, handling, etc. Any loss of adhesion is not covered by Phoenix Drum Company, LLC. Warranty but it is easily rectified by the end user by replacing the old tape with a new one.*

*2. Identical color matching to drum(s) previously manufactured by Phoenix Drum company, LLC or an Authorized PDC Dealer cannot be guaranteed, but we will do our best to get as close as possible to the original color.*

*3. Striped finishes can be imperfect at the seam and have an acceptable tolerance of 1/4". If you need warranty service, call or email us for instructions.*