

Warranty | Pearl Drums

Warranty

The Best Warranty In the Industry

COMMITTED TO THE HIGHEST LEVEL OF CUSTOMER SATISFACTION.

The Pearl Lifetime Warranty is a statement of confidence to our customers to the reliability of Pearl products. Pearl drums, stands and hardware are designed and manufactured to the highest standards in quality, style, appearance and playing performance. This lifetime warranty reflects a tradition of excellence and a commitment to superior engineering and craftsmanship dedicated to you, the drummer. The Pearl lifetime warranty is our pledge to you that we will proudly stand behind our product for as long as you own it. Buy it once, play it for life.

Lifetime Warranty

- Drum Set/Concert wood and metal shells for the Lifetime of the Original Owner.
- Foot pedals, hi-hat stands, cymbal stands, boom cymbal stands, snare drum stands, floor-standing tom stands, floor-standing cymbal/tom stands, concert stands, racks and rack accessories, cymbal holders and multi-clamps for the Lifetime of the Original Owner. Some exceptions apply.
- Drum Set claws, tension rods, swivel nuts, spurs, tom brackets, tom holders, strainers, and nuts and bolts for the Lifetime of the Original Owner.
- Rotationally molded cases for the Lifetime of the Original Owner.
- The LIFETIME WARRANTY applies to the aforementioned Pearl products purchased from June 15, 2009.

3 Years

- Marching Wood Shells

2 Years

- All Pearl Percussion products (except rims lugs, and tuning plates which have a 1 year warranty).
- Crystal Beat Series shells (Drum set claws, tension rods, swivel nuts, spurs, tom brackets, tom holders, strainers, and nuts and bolts for the Lifetime of the Original Owner have a Lifetime warranty)

1 Year

- SoundCheck drums, stands, pedals, hardware, and parts.

- Covered and lacquered finishes on all Pearl drums.
 - RH-2000 Remote Hat cable.
 - Collar Joint on all Pearl drum thrones.
 - Gas Cylinder on the D-3000TC throne.
 - Marching claws, tension rods, swivel nuts, strainers, and nuts and bolts.
 - Marching carriers and marching carrier parts.
 - Tru-Trac electronic drum pads and rubber pad surfaces.
 - R.E.D. BOX electronic drum module, cables, and junction boxes.
 - e-Pro Live metal and plastic cymbals.
 - THRONE THUMPER and THRONE THUMPER amplifier.
 - PRECISION DRUM MONITOR headphones.
 - Snare Kits, Bell Kits, Percussion Learning Centers and their corresponding bags and cases.
 - All ADAMS products.
 - Taiko heads.
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- Normal wear and tear.
 - Improper assembly.
 - Improper follow-up maintenance or repair.
 - Installation of non-genuine Pearl parts or components.
 - Instruments that have been sold as "B-Stock", sold as second-hand, or resold contrary to US export regulations.
 - Instruments that have been altered, modified or have been damaged through misuse, negligence, improper operation or accidents.
 - Instruments subjected to abnormal strain, neglect, abuse, modification or exposure to extreme variances in temperature or humidity.
 - Instruments whose trademark, name or identification number has been changed or removed.
 - Drum hardware and stands plated in Black Chrome, Gold, Satin Chrome, and Black Nickel.
 - Drum hardware and stands finished in Black or White Electro-coat.
 - Consumables such as but not limited to: heads sticks, brushes, beaters, springs, straps, slings, wire snares, cable snares, gut snares, cords/straps, cymbals, bass drum hoop protectors, wheels and casters.
 - The playing surface on Pearl Percussion cajons.
 - The heads on the Pearl Percussion Fun Drum.

Owner's Responsibility

It is important that the owner/user be familiar with the proper maintenance and use of their Pearl instrument. Keep this warranty and proof of purchase in a safe place. Be prepared to provide purchase information to avoid undue difficulties in determining eligibility for warranty protection. If any service is not performed by Pearl, it will terminate this warranty.

To Obtain Warranty Service

Warranty service may be obtained by first notifying the Pearl dealer from which the product was originally purchased. Upon notification, the Pearl dealer must obtain Return Authorization from the Pearl Customer Service Department. This number must be written plainly on the outside of the package or the returned shipping carton will be refused. Returned merchandise must be accompanied by a copy of the original sales receipt. All freight and insurance must be prepaid by the original owner. Pearl will stand return freight, provided the defect is adjudged to be covered by warranty. Merchandise found to be not covered by warranty will be returned freight collect.

Warranty Limitations

This Limited Warranty is exclusive and made in lieu of all other warranties, and all implied warranties, including without limitation any warranties of merchantability or of fitness for a particular purpose which are hereby expressly disclaimed. In no event will responsibility be accepted for incidental or consequential damages of any nature whatsoever. Some states do not allow limitation on how long an implied warranty may last. Therefore, the above limitations or exclusions may not apply to you.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.