

Avedis Zildjian Company Warranty Statement

Zildjian Cymbals are guaranteed against manufacturer's defects for one year from the date of original purchase.

For warranty claims outside the U.S., contact your local Zildjian distributor. [Click here for the international distributor locator.](#)

Warranty Process

Cymbals that show factory defects within one year of their original purchase are eligible for examination at our factory. Zildjian experts will evaluate the damage and issue a replacement cymbal, unless it appears the damage is related to improper use or care.

If you believe your cymbal has a factory defect:

1. Contact Zildjian to obtain a Return Authorization number (RA#), via telephone: 781-871-2200.
2. Indicate the location of the damage on the cymbal with a piece of tape.
3. Make a photocopy of your original numbered and dated sales receipt.
4. Carefully package your cymbal. Include your RA# and the photocopy of your sales receipt in the box.
5. Ship the package to:

Avedis Zildjian Company
RA#
22 Longwater Drive
Norwell, MA 02061

A Cymbal will not be replaced if:

1. It has been misplayed, dropped, played with excessive force or treated abusively.
2. The center hole is worn due to improper stand set-up or abusive play.
3. The cymbal was bought second-hand or used in a lease program.
4. The cymbal has previously been replaced by Zildjian.
5. More than one year has passed since the cymbal was purchased.

Warranty Notes:

- Cost of shipping a damaged cymbal to Zildjian is the customer's responsibility.
- Factory evaluations take approximately 4 - 6 weeks.
- Cymbals that do not meet the warranty guidelines will be returned to customer.
- Cost of shipping a replacement or damaged cymbal back to the customer will be covered by Zildjian.