

Paiste Cymbal Warranty Information

Warranty Statement

Every PAISTE cymbal is guaranteed against defects in material or workmanship for one (1) year from the original date of purchase. For warranty claims outside the United States, contact your local PAISTE distributor (can be found on our website) or contact the PAISTE headquarters in Switzerland for more information.

Warranty Process

If PAISTE's specialists determine through inspection that the instrument does not show indications of abuse or neglect and the defect is a result of a manufacturing or material discrepancy, PAISTE's Limited Warranty Policy will apply and we will of course replace the instrument.

Possible reasons why your warranty claim may be rejected will include one or more of the following:

No Sales Receipt: A photocopy of the original numbered and dated sales receipt must be submitted with the cymbal.

Expiry of Warranty Claim: Every PAISTE cymbal has a limited warranty of one (1) year from the original date of purchase.

Dents / Dings / Nicks: Dents are obvious signs of overplaying and/or improper sticks selection. Mishandling the cymbal, such as dropping it during set up, is not covered under our warranty. Your cymbal cracked due to a nick or ding in the edge, not due to a material defect.

Cracks on the Edge: Cracks caused by obvious overplaying and/or improper sticks selection are not covered under our warranty.

Bell Hole: The center hole is distorted, (key-hole effect), or has spider cracks, which indicates the sleeve on the stand is worn or not used. If the cymbal is overplayed the bell hole can become distorted as well.

Bell Dents: This is caused by overplaying and/or improper sticks selection.

Bell Breaks: This is usually caused by mounting the cymbal too tightly, thereby restricting the movement of the cymbal and causing unnecessary pressure on the bell.

Circular Cuts on Hi-Hat: Area around center hole (Hi-Hat Top/Bottom) is cut in a circular pattern around this mounting point. A cymbal's warranty is voided if it has evidence of metal to metal contact.

Pieces Missing / Mechanical Alterations: Continuing to play the cymbal after it cracks, and causing large portions to break off, prevents us from determining the cause of the crack and thereby voids your warranty. Same applies for holes drilled into the cymbal.

Oxidation: Using abrasive cymbal cleaners or applying improper cleaning procedures can cause the cymbal's protective coating to be removed. Oxidation on a cymbal is the first indicator that the coating has been removed; therefore, the warranty replacement will not be granted.

If you believe your cymbal has a material or workmanship defect, please follow the instructions below.

Inside the United States

Please call us at one of the numbers listed below and we will issue you a Return Authorization Number (RA Number).

Indicate the location of the defect (tape, marker).

Make a photocopy of your original numbered and dated sales receipt.

Write the RA Number prominently on the outside of the carefully packed box and enclose the photocopy of your sales receipt. If the cymbal is damaged in transit due to poor packing we will not be able to properly evaluate your instrument and the warranty will be voided.

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