



# WARRANTY TERMS & CONDITIONS

## 1. GENERAL WARRANTY COVERAGE

AVUS PRODUCTS ARE COVERED UNDER A LIMITED WARRANTY AGAINST MANUFACTURING DEFECTS IN MATERIALS AND WORKMANSHIP UNDER NORMAL USE. WARRANTY TERMS VARY DEPENDING ON THE PRODUCT CATEGORY AS OUTLINED BELOW.

## 2. DRUMS & PERCUSSION PRODUCTS

ALL DRUMS AND PERCUSSION PRODUCTS ARE COVERED BY A STANDARD LIMITED WARRANTY OF 1 (ONE) YEAR FROM THE DATE OF ORIGINAL PURCHASE.

### COVERAGE INCLUDES:

MANUFACTURING DEFECTS IN MATERIALS AND WORKMANSHIP STRUCTURAL ISSUES UNDER NORMAL USAGE CONDITIONS

### NOT COVERED:

DAMAGE FROM MISUSE, IMPROPER HANDLING, OR INCORRECT SETUP NORMAL WEAR AND TEAR (HEADS, FINISHES, COATINGS, ETC.)

ENVIRONMENTAL DAMAGE (HUMIDITY, CORROSION, TEMPERATURE EXPOSURE), UNAUTHORIZED MODIFICATIONS OR REPAIRS

## 3. CYMBALS (SPECIAL POLICY)

CYMBALS ARE NOT COVERED UNDER A CONVENTIONAL WARRANTY DUE TO THE NATURE OF THE PRODUCT AND ITS USAGE. HOWEVER, AVUS WILL ADDRESS MANUFACTURING DEFECTS IDENTIFIED AT THE TIME OF PURCHASE.

### COVERAGE INCLUDES:

DEFECTS IN MATERIAL OR CRAFTSMANSHIP PRESENT AT PURCHASE STRUCTURAL INCONSISTENCIES AFFECTING PERFORMANCE FROM THE OUTSET

### CONDITIONS:

THE ISSUE MUST BE REPORTED AT THE TIME OF PURCHASE OR WITHIN 48 HOURS OF DELIVERY PROOF OF PURCHASE IS MANDATORY VISUAL EVIDENCE (PHOTOS/VIDEOS) MAY BE REQUIRED

### NOT COVERED:

ANY CRACKS, KEYHOLING, OR BREAKAGE AFTER USE, DAMAGE DUE TO PLAYING TECHNIQUE, MOUNTING, OR SETUP NORMAL TONAL OR COSMETIC VARIATIONS, ANY DAMAGE OCCURRING AFTER DELIVERY

## 4. CLAIM PROCESS

### TO INITIATE A CLAIM:

CONTACT AVUS OR AN AUTHORIZED DEALER

### PROVIDE:

PROOF OF PURCHASE, PRODUCT DETAILS, SUPPORTING IMAGES/VIDEOS, SUBMIT THE PRODUCT FOR INSPECTION IF REQUESTED

## 5. RESOLUTION

### AVUS RESERVES THE RIGHT TO:

REPAIR THE PRODUCT, OR REPLACE WITH THE SAME OR EQUIVALENT MODEL, OR PROVIDE AN APPROPRIATE RESOLUTION BASED ON EVALUATION

## 6. LIMITATION OF LIABILITY

AVUS SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF USE OR PERFORMANCE. LIABILITY IS LIMITED TO THE ORIGINAL PURCHASE VALUE OF THE PRODUCT.

## 7. FINAL AUTHORITY

ALL WARRANTY AND DEFECT-RELATED DECISIONS ARE MADE SOLELY BY AVUS AFTER INSPECTION AND EVALUATION.