

WARRANTY INFORMATION – DRUM HEAD ART

We take great pride in the products we provide, and we are committed to your full satisfaction. Please READ THIS DOCUMENT COMPLETELY and then CONTACT US DIRECTLY for assistance.

THE BASICS:

The Warranty grantor, Woodshed Percussion Concepts, Inc., shall hereby be referred to as "Woodshed", "our", "we" and "us". The end retail customer shall hereby referred to as "you", "your", "client", "customer", "end-user" and "original purchaser".

OUR GUARANTEES:

5-Year Warranty: All Woodshed materials and workmanship is guaranteed to be free of defects for (5) Years from date of purchase. (Woodshed and drum head manufacturers recommend replacing your drum head once a year or sooner for optimum tuning.)

100% Satisfaction Guarantee: Contact us within (24) hours of receiving your completed order, arrange for product return and we'll repair or replace the drum head artwork at our sole discretion to your satisfaction.

IMAGE USAGE, COPYRIGHTS AND TRADEMARKS:

All drum head artwork is produced to client specifications and cannot be resold. When submitting an image (including logos and artwork) to us for use on a project, you automatically attest that you are the rightful owner and/or authorized user of that image. Images that are copyrighted or trademarked by a third party require a signed written release at the time of submission. Woodshed shall be indemnified against all claims and expenses (including reasonable attorney's fees) when no release was requested in writing or when use exceeds the authority granted by a release. Woodshed hereby reserves the right to include our logo, company name and web address on your drum head and use your image, logo and/or design in our marketing materials, unless a prior request is made in writing.

CUSTOM ARTWORK CREATION:

Be sure to send a copy of the original file artwork and we will do our best to modify the image for best possible output; however, the quality of the image we receive is directly related to the quality of the image we produce. While Woodshed will take every necessary precaution, however we assume no responsibility for any loss or damage of any original artwork, film, negative, transfer media or loss of electronic files. Woodshed cannot return any hard-copy original artwork. All graphic design fees (quoted at or before the time of order) must be paid in full at the time of order and are non-refundable. Once custom artwork has been created, artwork remains intellectual property of client and may be reproduced onto future Woodshed products at a minimal charge. We do not sell/rent your image to other customers. In the event of a cancellation and/or non-payment, all logos and images will become property of Woodshed Percussion Concepts, Inc. and will not be returned.

WARRANTY LIMITATIONS:

Woodshed drum artwork products are not warranted against user neglect, abuse, accidental damage or misuse and also excludes normal product differences, such as (but not limited to) natural color changes (such as those that naturally occur in sunlight over time.) Furthermore, Woodshed permanent drum artwork products are not warranted against damage due to extreme weather conditions such as rain, humidity, snow, ice, hail and direct sunlight. Woodshed temporary "cling-on" artwork is intended solely for indoor use only. This Warranty does not cover the drum head itself (please see drumhead manufacturer for specific product guarantees.) This Warranty does not cover products purchased from sources other than Woodshed retailers or manufacturer-direct. This Warranty is limited in coverage solely to the original purchaser. Additions or modifications made to any products once they have left the factory voids any warranty. It is the responsibility of the user to provide proper care and maintenance of product. Woodshed shall not be held responsible for incidental or consequential damages that arise as a result of or related to a defect or failure of a Woodshed product. We reserve the right to utilize the services of graphic designers, consultants and/or manufacturers/service providers at any time without disclosure. The decisions of Woodshed are final.

RETURNS, REPLACEMENTS, REPAIRS & REFUNDS:

Due to the custom nature of this product, no returns, replacements or exchanges are permitted on non-defective drum head artwork. We may, at our sole discretion (usually whenever possible), provide a proof/digital mock-up prior to production.

Defective products must be returned directly to Woodshed (after contacting us first). Defective products produced by Woodshed may be repaired (whenever possible), replaced or refunded at the sole discretion of Woodshed. We reserve the right to repair or replace faulty components in lieu of a complete product replacement. Refunds or replacements will only be given after receipt of original product. Refunds are available within (12) months of the original purchase date. If the product was purchased through an authorized retailer, refunds may be made payable to the retailer at the then-current wholesale price; the retailer may, at his discretion, refund the entire retail purchase price to the customer. Discontinued products may yield a merchandise credit in lieu of a refund or replacement, and Woodshed may substitute a similar product at our discretion. Considerations are made on a case-by-case basis.

RETURN SHIPPING COSTS:

Should a faulty product (that is still covered under this Warranty) need to be returned, Woodshed will cover the cost of shipping the repaired or replaced product back to the customer at our expense. If product is returned within (60) days from the date of purchase, Woodshed will reimburse the shipper for actual expenses of shipping the product to us (with sufficient written verification); Shipping refunds may be in the form of Woodshed corporate check or a merchandise credit (toward future product purchases), at our sole discretion.

SHIPPING DAMAGE CLAIMS:

All products shipped by Woodshed are packed with care. Purchase of additional shipping insurance, though optional, is strongly recommended. Damages occurring during shipping must be reported immediately to both the retailer (or to Woodshed if purchased and/or shipped direct) and to the shipping carrier. Concealed damage must be reported within (7) days after receipt of damaged merchandise.

CHANGES & UPDATES:

This Warranty is subject to change; it is valid from issuance until replaced by an updated version. Unless otherwise stated, changes to this Warranty are not retroactive. Woodshed will attempt to post any changes to this Warranty at WoodshedPercussion.com; please refer to our website for the most current information. At our discretion, we may provide changes (or notices of such changes) to our retailers. It is the sole responsibility of the retailer and customer to be informed of our current effectual Warranty policies and to monitor such changes. We will gladly mail or email our updated Warranty Information to interested parties upon request.