

WARRANTY INFORMATION – WOODSHED PRACTICE PADS

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.

OUR GUARANTEE:

Woodshed Practice Pads are guaranteed to the original purchaser only to be free of defects in material and craftsmanship for the life of the product.

WARRANTY LIMITATIONS:

There are often natural differences in the materials we use (making each one unique), and we take extra steps to ensure these do not compromise the quality and functionality of the product. For example, the wood used for one pad will have a different grain pattern from every other pad made. Similarly, there may also be minor, natural imperfections in the rubber and other materials we use to construct these practice pads, but these differences should not interfere with the use of your drum pad. At our discretion, we may retail or wholesale "Scratch & Dent" or "B-Grade" products; these items are not covered by this warranty but are covered under a 30-Day Satisfaction Guarantee (items may be returned within 30 days of purchase with proof of purchase after contacting us.)

Woodshed Practice Pads 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), natural patterns of materials (such as differing wood grain patterns) or damage due to extreme weather conditions. This limited warranty does not cover products purchased from sources other than WPC retailers or manufacturer direct, nor to anyone other than 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. WPC 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 WPC product. The decisions of WPC are final.

RETURNS, REPLACEMENTS, REPAIRS & REFUNDS:

RETAILER PURCHASES: All *non-defective* product returns must be returned through the retailer where the item was purchased. Please refer to the retailer's return guidelines. **WPC DIRECT & WHOLESALE PURCHASES:** *Non-defective* product returns are accepted within (14) days of receipt for refund or exchange. All products returned after (14) days but before (60) days may receive a credit (of the then-current price) or an immediate exchange. Returns are not permitted on opened software, books and ear protection. Shipping costs cannot be refunded or credited. All non-defective returned items must be in new, saleable condition for full refund/exchange credit consideration.

Defective products must be returned directly to WPC (after contacting us first). Defective Woodshed Practice Pads may be repaired, replaced (whenever possible) or refunded at the sole discretion of WPC. We reserve the right to 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 WPC 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, WPC 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, WPC will reimburse the shipper for actual expenses of shipping the product to WPC (with sufficient written verification); Shipping refunds may be in the form of WPC corporate check or a merchandise credit (toward future product purchases), at our sole discretion.

SHIPPING DAMAGE CLAIMS:

Woodshed Practice Pads are packed with care. We strongly recommend purchasing optional shipping insurance. Damages that occurred during shipping must be reported immediately to both the retailer (or to WPC if purchased and/or shipped direct) and to the shipping carrier. Concealed damage must be reported by the receiver within (7) days after receipt of damaged merchandise. WPC will try to assist the receiver with third-party damage claims as much as possible, but are not responsible for third-party decisions.

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. We will post any changes to this Warranty at WoodshedPercussion.com; please refer to our Guarantee page 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.