

# UK WARRANTY

Natal products are warranted to be free from defects in materials and workmanship, subject to all of the following:

## WARRANTY TIME PERIOD

The Warranty provided herein is for the following periods, measured in each case from the date of the original retail purchase:

Drum shell: This is the raw shell, with no attached hardware and unfinished; warranted for 3 years.

Drum: This is the assembled drum with attached hardware and finished, which consists of:

Attached Hardware: Lugs, Tension Rods, Metal Hoops, Bass Drum Spurs, Snare Assembly, Floor Tom Leg Boxes and Logo Badge; warranted for 1 year. The only exception to this is the wood bass drum hoops; warranted for 30 days.

Finish: This is the colour or design on the Drum Shell. It can be either a PVC/PET wrap or a sprayed lacquer: fade, sparkle, swirl, solid colour etc; warranted for 1 year.

Accessory Hardware: This is Cymbal Stands, Snare Drum Stand, Bass Drum Pedal, Stool (Seat & Base), Floor Tom Legs, Tom Mounts, Clamps (Multi Clamp, Percussion Clamp & Dog Bone), Hi Hat Stand, X-hat and Mini Boom. This also includes large percussion stands; all warranted for 1 year;

Large Percussion: Conga, Quinto, Tumba, Cajon, Bongos, Timbales, Djembe, Dun Dun, Cajon Bongos; warranted for 2 years;

Handheld Percussion: Any small percussion item that is held when played: Maracas, Shaker, Cabasa, Cowbell, Claves, Tambourine, Bar Chimes, Ganza, Caxixi, Shekere, Blocks; warranted for 1 year.

The above items are collectively referred to as Natal Product hereinafter.

## WARRANTY COVERAGE

This Warranty is given by Natal Drums & Percussion, Denbigh Road, Bletchley, Milton Keynes, MK1 1DQ England, to the original retail purchase of Natal Product.

Only when expressly authorised by Natal under its sole discretion, Natal will replace or fund the repair of Natal Product if it proves defective under normal use and service during the warranty time periods stated above.

Natal may request photographic evidence to substantiate any warranty claim covered above.

This Warranty Does Not Cover:

- (A) Damage or defects due to alteration, misuse, neglect, normal wear and tear, extremes of temperature and humidity, or any other anomaly, or anomalies, caused by extraordinary atmospheric conditions;

CONTINUED OVERLEAF.

## UK WARRANTY CONTINUED.

- (B) Accidental or intentional damage;
- (C) Damage during shipping. This applies to all shipping methods and companies excluding shipping from Natal;
- (D) The repair or replacement of expendable maintenance items including but not limited to, heads, drumsticks, beaters, springs and straps;
- (E) Plating on metal parts;
- (F) Any damage from accessories (straps, clamps etc.);
- (G) Finishes on bass drum wood hoops;
- (H) A Natal Product where the serial number has been defaced;
- (I) Sound characteristics (sound is subjective and is not warranted); or
- (J) Natal Product not purchased from an authorised Natal dealer.

### TO OBTAIN WARRANTY SERVICES

All repairs and servicing of Natal Product must be performed by Natal authorised dealer service personnel/companies. The Natal Product must be returned to authorised service personnel/companies via an authorised Natal dealer. The dealer shall notify Natal of third party personnel/companies authorised to repair and/or service Natal Product. This Warranty will not apply to Natal Product where any repair and/or service is performed by any person/company not authorised to do so. Natal reserves the right to request a copy of the sales receipt establishing proof and time of purchase of Natal Product for all claims. Natal will not be liable for freight and/or insurance costs, which should be prepaid by the Natal Product owner.

For any claim, the Natal Product owner must have maintained the Natal Product without alteration, negligent use, misuse or abuse.

### WARRANTY LIMITATIONS AND DISCLAIMERS

Natal's sole and exclusive responsibility shall be as provided under this Warranty and under no circumstances shall Natal be liable for any incidental or consequential damages. This limited warranty is your exclusive remedy and is made in lieu of all other warranties, express or implied; all implied warranties, including, without limitation, any implied warranty of merchantability or fitness for a particular purpose, are hereby expressly limited in duration to the duration of this written warranty.

No person, whether or not an agent of Natal, is authorised to make or assume any obligations other than those stated in this Warranty.