

The Mapex Warranty

It's one of the best warranties in the business. A lifetime warranty on drum shells, one year on finishes and hoops and five years on hardware. All of Mapex products are built in its ISO9001 certified factory, which means you can count on superior quality – right out of the box.

MAPEX drums, hardware, stands and accessories except as noted, purchased from an authorized MAPEX dealer, are warranted to the original retail purchaser against defective material and workmanship. Warranty coverage is not transferable and shall be valid by item and subject to terms and conditions indicated below. The original retail purchaser must include a copy of their original sales receipt or provide proof of sale by an authorized MAPEX dealer to activate warranty service without charge.

Warranty Coverage and Time Period

Shells

Drum shells are covered under a limited lifetime warranty to the original retail purchaser against splitting, ply separation, material failure and going out of round as a result of manufacturing. Defects caused as a result of wear, handling, negligence, temperature, humidity, corrosive atmosphere or other external causes are not covered under this limited lifetime warranty.

Finish & Hoops

Both lacquered finish and hoops and all wrapped finishes are warranted to the original retail purchaser against defective material and workmanship for one (1) year from date of purchase. Defects caused as a result of wear, handling, negligence, temperature, humidity, corrosive atmosphere or other external causes are not covered.

Stands, Pedals & Hardware

MAPEX stands, pedals and hardware are covered under a limited five (5) year warranty to the original purchaser against defective material and workmanship. Defects caused as a result of normal wear, handling, negligence, temperature, humidity, corrosive atmosphere or other external causes are not covered under this limited five (5) year warranty.

The following items are not covered under the MAPEX warranty: heads, plating, pedal beaters, springs, snares, straps, normal wear and tear, sound or damage from shipping and transportation. The MAPEX Warranty is rendered void on all items that have been altered, modified or subjected to improper operation, misuse, neglect or exposure to extreme conditions.

Owner's Responsibility

To Obtain Warranty Service

A Warranty return should be handled by any authorized MAPEX dealer from which the instruments were purchased. All repairs under terms of this Warranty must be handled by Mapex USA. Any instrument to be returned under this Warranty requires a Return Authorization Number shown on the outside of the carton and must be shipped prepaid. Mapex USA will then inspect and evaluate the extent of warranty coverage and notify dealer of claimant. Mapex USA will repair or replace, as its option, any instrument or part thereof, found instruments will be returned freight collect.

Warranty Limitations

This Limited Warranty is made in lieu of all other warranties, either written or implied and is subject to the limitations, contained herein. It is extended to the original retail purchaser only and not transferable. Proof of purchase is required. Under terms of this warranty, Mapex USA accepts no responsibility for incidental or consequential damages of any nature associated with the use of MAPEX products. This warranty gives you specific legal rights and you may have other rights, which vary from state to state and could affect this warranty.