



Cymbal Warranty and Exchange Policy

Thank you for purchasing Heartbeat cymbals. Our cymbals are all hand crafted in Turkey using old world manufacturing processes combined with Heartbeat designs.

Warranty:

Heartbeat Percussion provides a two year warranty against manufacturer's defects. This includes almost anything along the lathe lines of the cymbals. **We do not accept edge cracks.** Edge cracks are not a result of a manufacturing defect.

If an issue develops please contact us immediately. The original purchaser is eligible to receive a maximum of two replacements per cymbal over the two year warranty period. The replacement is covered only for the remaining warranty period of the original purchase. You do not need to send the warranty cymbal back to us. We require a picture of the entire cymbal (front and back) as well as a close up of the crack. If the cymbal qualifies then we require the cost of shipping to send you the replacement.

At this time you may exchange it for another cymbal in the same size unless it is from the Vintage series which is 20% higher cost. If you would like to exchange for a larger cymbal or Vintage series, then you only pay the difference plus shipping.

At Heartbeat we inspect the cymbals before they are shipped; however we might miss something. If you have any concerns, please contact us immediately upon receiving your order.

Exchange:

You have the option to exchange a cymbal within one week of receiving it. Please contact us and we will advise you on how to return the cymbal and what the costs will be.

Shipping:

We ship orders within Canada with Purolator and international orders with DHL. Usually you will receive your order within 2-5 business days after shipping. You are responsible for any import duties or brokerage (if applicable). Cymbals are duty free in the United States.

Thank you for choosing Heartbeat Cymbals!

May 1, 2018