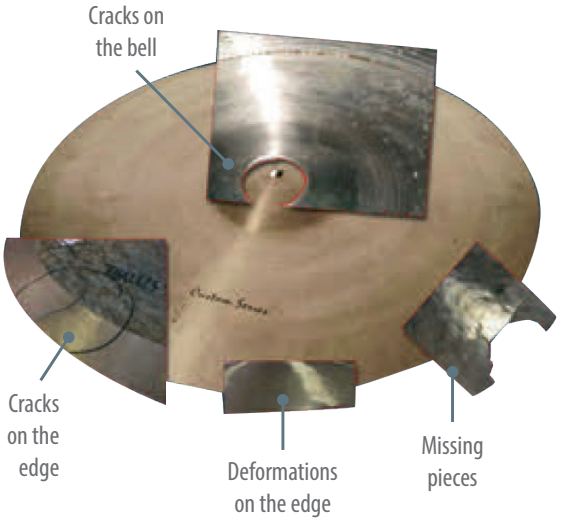
Masterwork®
Handmade Turkish Cymbals

WARRANTY GUIDE

Masterwork cymbals carry a two year warranty, from date of purchase, against manufacturing flaws. Masterwork requires that all cymbals for warranty replacement be returned to us for review. Quality is important to us and we use these opportunities to track the manufacture of the cymbal in question to ensure quality continues to improve. If Masterwork specialists determine through inspection that the instrument does not show indications of any abuse or neglect and the defect is a result of a manufacturing or material discrepancy, Masterwork's Warranty Guide will apply and we will, of course, replace the instrument.



Your Masterwork cymbal will not be replaced if:

- It has been misplayed, dropped, played with excessive force or treated abusively.
- The centre hole is worn due to improper stand set-up or abusive play.
- Ownership is not given without the original sales receipt.
- The cymbal was bought second-hand.
- The cymbal has previously been replaced by the official distributor of Masterwork in your country.
- More than two years have passed since the cymbal was purchased.
- Any replaced product will remain under warranty only during the remaining warranty period of the original product purchase.

Damages not covered by our warranty program are:

- Damage caused by incorrect transportation.
- Dents / Nicks / Notches / Deforming: Dents are obvious signs of overplaying and/or improper stick(s) selection. Mishandling the cymbal, such as dropping it during set up, is not covered under our warranty. Your cymbal cracked due to a dent or nick in the edge, not due to a material defect.
- Bell Hole: The centre hole is distorted (key-hole effect) or has spider cracks, which indicates the sleeve on the stand is worn or not used. If the cymbal is overplayed the bell hole can become distorted as well.
- Cracks on the Edge: Cracks caused by obvious overplaying and/or improper stick(s) selection are not covered under our warranty.
- Scouring marks caused by metal to metal contact, e.g. on the inside or outside of the bell.
- Pieces Missing/Mechanical Alterations: Continuing to play the cymbal after it has cracked and causing large portions to break off, prevents us from determining the cause of the crack and thereby voids your warranty. Same applies for holes drilled into the cymbal.
- Oxidation: Using abrasive cymbal cleaners or applying improper cleaning procedures can cause a change in the cymbal's surface structure and in the cymbal's sound. Therefore the warranty replacement will not be granted.

Treat your cymbals with respect!

All Splashes, Paper Thin, Thin, FX & Savage Crashes, Light Hi-Hats & Extra Thin Rides require an adequate, moderate playing style.
So please: Treat your cymbals with respect!

sound service
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