

## Limited Warranty

Products manufactured by Woodstock Percussion, Inc. are warranted to be free of defects in materials and workmanship. All musically-tuned Woodstock Chimes with aluminum tubes come with a lifetime tuning guarantee. Your product is warranted for one year from the date of purchase. This warranty excludes capiz, bamboo, glass and coconut chimes and components as well as defects due to normal wear, abuse, shipping damage or failure to use products in accordance with the instructions. The warranty is also void in the event of unauthorized repair or modification. In the event of a defect, product will be repaired promptly, without charge or, at our option, replaced with a new product of equal or superior value, if delivered to Woodstock Percussion, Inc., prepaid, together with the sales slip or other proof of purchase date. **PRIOR APPROVAL FROM WOODSTOCK PERCUSSION, INC. IS REQUIRED FOR RETURN.** Contact our Refurbishing Department at [refurbish@chimes.com](mailto:refurbish@chimes.com) for a return authorization number. Once you have a return authorization number, products should be returned to Woodstock Percussion, Inc., 167 DuBois Road, Shokan NY 12481-5124 USA Attn: Quality Dept.

Except to the extent precluded by applicable law, Woodstock Percussion, Inc. WILL HAVE NO LIABILITY FOR ANY CONSEQUENTIAL, INCIDENTAL, OR SPECIAL DAMAGES, AND ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE EXPIRES WHEN THIS EXPRESS WARRANTY EXPIRES.

This warranty gives you specific legal rights, and you may have other rights which vary from state to state

If your product breaks while under warranty, it will be repaired or replaced with new. It's an easy 2-step process to return your chime for repair/replacement:

### STEP 1:

You need a Return Authorization Number to return your product. To request a Return Authorization Number, contact our Refurbishing Department at 800-422-4463 x487 (8:30am-5pm Mon-Fri).

### STEP 2:

Once you have a Return Authorization Number, products should be returned to:

Woodstock Percussion, Inc.  
167 DuBois Road  
Shokan, NY 12481-5124 USA

Make sure you put your Return Authorization Number on the outside of the box. It doesn't hurt to include it and your contact information on a note inside the box with the chime.

**Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.**