

### **Orion Cymbals Warranty Term**

Orion Cymbals offers its musicians (customers) a 2-year warranty against defects in manufacturing and raw materials, starting from the date of purchase of the products.

To open your warranty process, you must accept the warranty terms and send an email via the link:

[orioncymbals@swamploco.us](mailto:orioncymbals@swamploco.us) Within three business days we will answer your form, requesting images of the damaged product and invoice, be sure to send clear images. The lack of any of the items ordered may cause the warranty process to be rejected.

For online orders, a printout including date of purchase and the item will suffice. In the event you can't acquire a receipt.

After analyzing the information sent, we will contact you within 5 business days.

If it is necessary to send your Orion Cymbals for analysis by our specialist engineers, we ask that you send your cymbal in clean and appropriate packaging, with a photocopy of the tax receipt.

We highly value the quality of Orion Cymbals, so we demand that all of them be returned for analysis, so that we can always continue to improve our manufacturing methods and processes.

Please note: Orion Cymbals can only warranty cymbals purchased from an authorized Orion Dealer as only then can we guarantee the original condition of a cymbal purchased. We suggest before purchasing, that you check with the retailer directly on their return / warranty policy

A cymbal will not be replaced if it has been: misplayed / abused, dropped, played with excessive force or has pieces broken off; Cymbals bought second hand or used in backlines, rentals or in recording studios, or are more than two years beyond date of purchase, are not covered under warranty.

In order for your warranty exchange request to be fulfilled, make sure that the criteria for the Handling Best Practices Manual have been respected. If the negligence of one or more of these criteria is

identified by our expert engineers, characterizing misuse of the Orion Cymbals, the exchange for guarantee will be rejected and the damaged cymbal will be returned to the customer

### **Manual of Good Handling Practices.**

Orion Cymbals is not responsible for damage caused by:

Incorrect Transport; shocks and falls (even inside bags there is a risk of shocks during transport). Tip: try to transport your Orion Cymbals very carefully, use appropriate Cases or Bags whenever possible.

Incorrect Use; make sure that your Orion Cymbals cymbals move freely without interference from other parts of your instrument (drum rims) or support (rack or extension) of cymbals or microphones. Use felts and plastic tubes in the area of the central hole to avoid direct contact with the rack / cymbal holder.

Also make sure that the placement of your Orion Cymbals does not compromise your comfort when touching it (too far or too close). Do not overtighten the fastening butterflies of your Orion Cymbals, to avoid fatigue, allowing it to vibrate freely, and bring all the frequencies to your music!

Bell Breaks: This is usually caused by mounting the cymbal too tightly, thereby restricting the movement of the cymbal and causing unnecessary pressure on the bell.

Bell Hole: The center 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.

Bell Dents: This is caused by overplaying and / or improper sticks selection.

Cracks on the Edge: Cracks caused by obvious overplaying and / or improper sticks selection are not covered under our warranty.

Pieces Missing / Mechanical Alterations: Continuing to play the cymbal after it cracks, and causing large portions to break off, prevents us from determining the cause of the crack voids your warranty. Same applies for holes drilled into the cymbal

Oxidation and Risks; try to keep your Orion Cymbals always clean, preferably using specific products for cleaning the cymbals. Do not use acidic or abrasive products to clean your cymbals.

Defects and damages caused by natural agents (flood, salt air, electric discharge and others), excessive exposure to heat or humidity;

Cymbals that wear out naturally with regular use

### **Cleaning:**

Keeping your Orion Cymbals clean is an important part of their maintenance and preservation.

Avoid handling your cymbals with dirty hands, to move them, always use two hands on the perimeter of the cymbals (edges) to avoid fingerprints

After using the cymbals, try to clean them with an anti-corrosion micro oil by applying it homogeneously and removing the excess surface of the cymbal with a clean, dry and soft cloth.

Always try to clean both sides of your cymbal.

Important: The use of solvents derived from hydrocarbons, alcohols, ketones, or any other type of cleaning should not be used under any circumstances, in addition to those recommended above, in your Orion Cymbals. If your cymbals come into contact with water or any liquid other than that recommended, you should dry them immediately and then apply the micro-anticorrosive oil, leaving it to act for 60 seconds and then remove the excess with a clean, dry and soft cloth .

### **Warranty Analysis and Replacement of Orion Cymbals.**

The deadline for evaluating the problem pointed out and responding with our technical failure analysis report is up to 10 working days after the products arrive at our factory. Regardless of the problem with your Orion Cymbals, we will send you a report with our technical analysis.

After our technical evaluation, in case the Defect of Manufacture or raw material of your Orion Cymbals is detected, the shipment of the product to be replaced will be a maximum of 10 weeks.

### **About Shipping and Freight.**

If the product is within the warranty period and needs to be sent for analysis, the shipping costs are borne by the customer; if found defective and the product has to be exchanged, we refund the money spent on shipping (copy of receipt required) and send the new product at no cost.

In case of misuse, we will send back the damaged product without refund.

OBS .: The travel time depends exclusively on the Post Office, or the carrier that we will use to send the product, not being our control, or responsibility.

We will do our utmost to serve you in the shortest possible time.

If you have any questions, please contact us through our social media or by email:

orioncymbals@swamploco.us, our employees in the Quality Control sector or in our Public Relations sector will be available from Monday to Friday from 9 am to 5 pm

Note: Keep your invoice carefully, it is the instrument of proof of your purchase date.

If you have any questions, just contact us via email: [orioncymbals@swamploco.us](mailto:orioncymbals@swamploco.us)

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