



WARRANTY

Freenotes Harmony Park provides a limited warranty on outdoor musical instruments. These warranties cover damage due to failure or corrosion of metal parts that cause the product to become unfit for intended use. The warranty covers the life of the product as defined below and covers the product under normal use with proper maintenance at the original installation location. Instruments warranty will be voided if not installed in accordance with manufacturer's specifications.

LIFETIME LIMITED WARRANTY ON FREENOTES

Freenotes Harmony Park provides a lifetime limited warranty on metal upright posts used in supporting structure of frames and uprights against structural failure or corrosion of metal parts that cause the product to become structurally unfit for its intended use.

LIFETIME LIMITED WARRANTY ON HARDWARE

Freenotes Harmony Park provides a lifetime limited warranty on structural failure due to breaking or shearing which caused the product to become structurally unfit for its intended use; a lifetime warranty on stainless steel hardware against rust; and a one-year limited warranty on hardware against rust; see exclusions.

FIVE-YEAR LIMITED WARRANTY ON HDPE AND LLDPE COMPONENTS

HDPE components such as recycled plastic posts or instrument framework are covered under normal applications against splintering, decay, or fading that causes the product to become inadequate.

FIVE-YEAR LIMITED WARRANTY ON ALUMINUM COMPONENTS

Aluminum parts like bars, resonators, and chimes are covered if there is a deficiency that causes the product to become structurally unfit for the intended use or affects the tonal quality of the instrument.

FIVE-YEAR LIMITED WARRANTY ON POWDER-COATED STEEL COMPONENTS

Powder-coated steel components such as steel posts and frames are protected against damage due to failure or corrosion of metal parts that cause the product to become structurally unfit for the intended use.

FIVE-YEAR LIMITED WARRANTY ON BAR, CHIME, AND CYMBAL ATTACHMENT

The attachment systems for any bar, chime, or cymbals are covered if failure due to breaking, shearing, and/or rust causes the product to become unfit for its intended use or affects the tonal quality of the instrument.



WARRANTY (cont'd)

THREE-YEAR LIMITED WARRANTY DRUM CAPS

Boltaron thermoformed drum caps are covered from cracking, fading, or any loss in tonal quality that was caused from normal use.

TWO-YEAR LIMITED WARRANTY ALUMINUM AND FIBERGLASS FINISH

Two-year limited warranty on aluminum and fiberglass finish due to other reasons other than vandalism, improper use, product alterations, misuse, negligence, accident, theft, corrosion cause by chemicals, ice or snow damage and acts of God.

TWO-YEAR LIMITED WARRANTY CUSTOM COMPONENTS AND INSTRUMENTS

Two-year limited warranty on all custom components and instruments.

ONE-YEAR LIMITED WARRANTY ON ALL OTHER FREENOTES HARMONY PARK PARTS

For the purpose of this warranty, lifetime encompasses no specific term of years, but rather that Seller warrants to its original customer for as long as the original customer owns the Product and uses the Product for its intended purpose that the Product and all parts will be free from defects in material and manufacturing workmanship.

ONE -YEAR LIMITED WARRANTY Mallet ATTACHMENT

One-year limited warranty on mallet attachment systems are covered if failure due to breaking, shearing, and or rust. This warranty does not cover vandalism, improper use, product alterations, misuse, negligence, accident, theft, corrosion caused by chemicals, ice or snow damage and acts of God.

Freenotes Harmony Park excludes from these warranties the cost to remove parts and reinstall replacements; replacement due to cosmetic defects or coating deterioration caused by climatic conditions. To the extent permitted by law, these warranties are expressly in lieu of any other implied or expressed warranties or representation by any person, including any implied warranty of merchantability or fitness. These warranties provide valuable rights to you. No Sales Representative can modify or amend the terms of this warranty.

CANCELLATIONS AND RETURNS

Cancellations are only accepted with approval of Freenotes Harmony Park. No merchandise shall be returned without a Return Goods Authorization number which is issued by customer service. Any authorized merchandise must be carefully packed and received in saleable condition. A restocking charge of up to 25% will be applied to all returned goods.

EXCLUSIONS

This warranty excludes vandalism, improper use, product alterations, misuse, negligence, accident, theft, corrosion cause by chemicals, ice or snow damage and acts of God. Limited warranty does not include the fading of colors or damage due to excessive wear and tear.



WARRANTY CLAIM PROCEDURE

Freenotes Harmony Park warrants our products, materials, and workmanship against defects upon shipment of product. All instruments are built to our documented procedures and with the highest quality. We reserve the right to refuse claim without proper evidence of purchase.

To send your statement of warranty claim, please complete the form at:

<https://share.hsforms.com/1Qy8UEvPaQFqIUC8vgUqHXA3cup9>

Please contact our customer service for any additional information:

Freenotes Harmony Park Customer Service

customercare@freenotesharmoniypark.com

833-262-1569

Replacement material will be provided within 30 days of notice of claim under warranty. FHP will cover freight costs within the continental United States. FHP is not responsible for freight costs associated with products located outside the continental United States. FHP reserves the right to inspect all products identified as damaged.

Since warranty limitations and exclusions may vary from state to state, you should check any specific warranty rights in your state.



HOW TO RECEIVE YOUR SHIPMENT

- Are there discrepancies in piece count between the delivery receipt and what arrived in your shipment?

☐

YES

☐

NO

IF YES, write on the receipt: Only x of x pieces arrived.

- Is there damage to the boxes or packaging?

☐

YES

☐

NO

IF YES, write on the receipt: X pieces arrived damaged and briefly describe the damage.

- Open packages/crate. Is there damage?

☐

YES

☐

NO

IF YES, write on the receipt: X pieces arrived damaged and briefly describe the damage.

- Did the driver prevent you from opening packages/crates and inspecting for concealed damage?

☐

YES

☐

NO

IF YES, write on the receipt: Driver prevented damage inspection.

**IF YOU ANSWERED 'YES' TO ANY QUESTION ON THIS FORM,
IMMEDIATELY CALL 833-262-1569**

**After all questions have been checked 'yes' or 'no' and issues have been noted,
sign the delivery receipt and give a copy of this form to the driver.**

Freight Policy

There may be instances where special delivery arrangements are required and it is best to request additional services (such as liftgate, residential, limited access, etc.) when placing your order. Please advise the Customer Service Department of any additional delivery requirements that were not requested at time of order so we may authorize the charges.

It is the **CUSTOMER'S RESPONSIBILITY** to verify the delivery contains the correct product. Count the number of pieces and inspect for damages **PRIOR** to signing the proof of delivery provided by the driver. All discrepancies or visible damage **MUST** be notated on the delivery receipt. Signing for delivery without noting any damages or issues on the receipt legally indicates you received your delivery in good condition. All delivery discrepancies including damages must also be called into our customer service department listed on the delivery receipt within 72 hours of delivery. **WE DO NOT GUARANTEE** replacement parts or product free of charge due to concealed or unreported damage. Additionally, leaving a note and/or instructions for the driver is the same as signing for your products in good condition. We will not be held liable if you authorize the carrier to leave freight without a signature.

Please inspect for missing parts immediately, we cannot guarantee replacement of parts after 7 days of delivery.