



Terms and Conditions

These terms and conditions apply to all purchases from Bristol Drum Co.

Please read them carefully – your acceptance of the terms and conditions is given when you make a purchase.

Privacy and data security

Some personal information will be needed in order to complete your order and provide support and service to you: this includes your e-mail address, phone number, mailing address and payment details. This is used to complete the order and to notify you of your order status.

All information you provide is protected and will not be sold, traded or rented to third parties.

Payment details

Payment can be made through electronic bank transfer, in which case no banking details will be needed.

Alternatively, payment can be made over the phone using any major credit or debit card. If this is the case the payment information is used for that single transaction after which no record of customer credit/debit card details is held. Payment is made using a secure browser and licensed, secure online banking facility.

As soon as payment is received the order will be processed and dispatched.

Pricing and availability

All prices are in £ sterling (GBP), and are not subject to additional VAT. Delivery will be agreed prior to completing the purchase and every attempt will be made to ensure that we find the most convenient means of getting the goods to you.

Stock items will normally be dispatched within 2 working days. Bespoke orders may be dependent on a number of factors and we will give you the best possible indication of lead time before any order is placed. Although we will endeavour to complete bespoke orders by a fixed time this is by no

means a binding agreement, but at all times we will keep you informed of the progress of your order and notify you of likely delivery dates.

UK and International delivery

UK orders are dispatched with a 2 working day delivery courier service. Postage and packaging charge is £12.50. Next day delivery or weekend delivery can be arranged if requested.

In the case of international orders we will advise of relevant shipping costs.

Please ensure that you thoroughly check your goods before signing for them. If damage in transit has occurred please sign for them as DAMAGED and contact us immediately.

Web content, descriptions, photographs, pictures and images

Every effort is made to ensure that all information is correct, however some errors may occur. We accept no responsibility for errors on the website and images on the website are for illustration purposes only. Photos of drums are of the actual, individual drum for sale, although colours may appear different due to the browser or computer settings and the photographic process, and all sizes and measurements are approximate.

Returns Policy

Although we are confident that you will be very happy with your purchase, we are conscious that until you play a drum yourself you cannot fully know it. If you are unhappy with your purchase for any reason you can contact us for a refund.

Under the UK Consumer Protection (Distance Selling) Regulations 2000, you have the right to a cooling off period of seven working days from the day after the day you receive the goods in which you can cancel your order. A full refund will be made to you including the original delivery charges but excluding any delivery charges that you incur for the return of the goods to us. The goods must be complete and in the original packaging and free from any damage.

In addition to your statutory rights we are happy to extend the returns period to 21 days from receipt of the goods (as this gives you the opportunity to fully try the drum out in different settings). If you wish to return a drum after it has been played we may not be able to accept a full refund if the heads are worn and need replacing, in which case we would suggest for you to keep the used heads and have this deducted from the refund.

Liability for defective goods

We will replace free of charge any item that is found to be defective at the time of purchase. Items (with the exception of consumable parts such as drum heads) are guaranteed for 24 months, although this does not cover expected wear and tear from normal usage.

Our overall liability in connection to any purchases from Bristol Drum Co. is limited to the value of the full refund of the goods purchased.