

RD Pads[®]

Terms and Conditions

How long till I get my order?

Unless otherwise stated in the offer, orders are currently shipping within 4-6 weeks of purchase.

Feel free to contact us if an item is out of stock and you want to know when it will arrive again. We do not mass manufacture. We hope you can appreciate the extra time it takes to produce hand crafted drum pads in our homes garage as we strive to expedite our methods to facilitate our inventory and high demand. We appreciate first hand the time you put in the practice room to achieve performance success - we hope you will patiently return the favor as we hand craft your product with artisanal attention to details.

Maintenance and care?

Care for these products as you would any other fine percussion instrument. We strongly advise against getting any of our instruments wet, dropping them or any activities that can damage the instruments functionality. Our wood is not finished with an acrylic gloss finish because it is an indoor pollutant as it deteriorates, and if you choose to remove any "character" (dents and scratches) you might have added, you can do so by simply sanding and applying varnish or mineral oil.

Where are the hand made practice pads produced?

All instruments are hand made in Hendrik Ido Ambacht, The Netherlands.

Currently it is all done from our homes garage.

We love the time hand crafting allows us to think about the percussionists we are making instruments for.

Do you offer bulk and education discounts?

We sure do! Contact us at rudimentaldrummers@gmail.com.

How to be an RD Pads Ambassador?

To apply to be an RD Pads Ambassador, write an email to rudimentaldrummers@gmail.com.

RD Pads Wood Defect Disclaimer

Due to the nature of the plywood we use, each pad will vary slightly and may include knots, cracks and other markings. These are unique characteristics of the wood we use, and should not be viewed as defects. The plywood used is naturally a soft wood. The final product has been varnished to harden the surface. It is still, however, soft and can easily dent. We want to advise you of this so you can decide for yourself how much "character" you wish to add.

Warranty Information:

Rudimental Drummers Satisfaction Guarantee

Rudimental Drummers warrants our products to the original owner against defects in materials and workmanship for the first year after purchase. We are constantly changing our practices to improve our construction methods to ensure a life long product. If however you feel that the instrument has moved or cracked too much and it has affected the sound and structural integrity, by all means contact us at rudimentaldrummers@gmail.com and we would love to come up with a solution to repair or replace the product. If we have changed the way we make an instrument then you get the new version. Our warranty does not cover any damage caused by neglect, improper care, accident, or normal wear and tear. It is our discretion if instrument damage is the result of defect or improper use.

Return Policy

We want you to be completely satisfied with your RD Pads purchase. We work hard to carefully design and hand craft each product we make and to ensure that every piece we ship meets our very high standards. Having said that, if you are not satisfied, you may return any item you've purchased from us within 20 business days of receipt of the product. Please notify us by email that you are returning the item so that we will be looking for it. Upon receiving the item back in new and resalable condition, we will issue a full credit back for the purchase price of the item. If you wish to return your order over 20

business days of receipt of the product there will be a 30% restocking fee. We are not able to refund shipping costs.

Cancellation Policy

If you choose to cancel an order before it has shipped please contact us and we will assist with a refund and order cancellation.

Domestic Shipping / Shipping within EU

We ship immediately using PostNL. If you would like another method please contact us. All shipments are ensured for the product price, to a maximum of €500.

International Shipping outside EU

We ship to a majority of international countries, please email us at rudimentaldrummers@gmail.com for arrangements.

All shipments are ensured for the product price, to a maximum of €500.

International shipments outside the EU require additional duties and taxes to be paid by the buyer at package pickup. Make sure to check with your local postal service or customs office to find out what these fees will be before you place an order. Contact us if you have any questions.