



RETURN POLICY

Effective 10.12.2022

We are committed to providing world-class customer service. If for any reason you are unsatisfied with your order or it is not what you expected, we allow returns and/or exchanges up to 45 days after the invoice date on most items, with a few exceptions:

- Giveaways, custom orders, as-is products, and sheet music & literature cannot be returned or exchanged for any reason.
- Hearing protection must be completely sealed and unopened to qualify for a return or exchange.

To begin the process, contact us at HelpDesk@Flam7.com to discuss the issue, and obtain a return authorization number. Failing to do so and sending items back without prior approval may result in additional handling charges and shipping costs.

STICK GUARANTEE: If for any reason you receive a pair of sticks that are mismatched, hollow, or not what you were expecting, we may offer a no-nonsense replacement pair at our sole discretion, a discount up to/including 100% for a replacement pair in the future, or another form of compensation. We may require submission of video or audio recording demonstrating the issue. Business jargon aside - we want to be your go-to for sticks, and we're willing to earn that by ensuring you receive the implements you need to perform at the highest level of the activity.

IF YOUR SHIPMENT ARRIVES DAMAGED OR IS MISSING ITEMS, please contact us immediately at 513-507-1600 or HelpDesk@flam7.com so we can begin investigating and make sure we get you the equipment you need as quickly as possible.

We reserve the right to refuse returns or offer alternate solutions as we see fit. Your satisfaction is (and will always be) at the forefront of our operations, so rest assured that this policy is by no means a complete governance of our ability to help. If you have an issue, let us know, and we won't rest until we find a way to resolve it for you.

#CommunityOverEverything