

www.adonisdrums.com FAQ

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 **Please [contact us](#) for international shipping rates.**

LUGS FAQ

- 1. How do I order lugs?**
Please take a moment to read these frequently asked questions and then go to the [lugs page](#) and click the yellow purchase buttons to use the shopping cart.
- 2. Do you really make your lugs?**
YES. Our lugs are designed and manufactured in-house.
- 3. Do lugs come with mounting screws?**
YES. Lugs come with a polished stainless steel mounting screw, lock nut, washer, and O-ring.
- 4. I'm starting my own drum company and would like to use your parts. Do you offer wholesale discounts?**
YES. However, OEM discounts are based on large quantity orders, and potential wholesale customers need to have a verifiable drum-related business account.
- 5. Are brass mounting screws available for brass lugs?**
NO. All mounting screws are stainless steel. Unfortunately brass screws are not available. Black lugs come with blackened stainless steel mounting screws.
- 6. Can you make lugs in custom colors and what do you charge for them?**
YES. We can make custom colored lugs. There is a \$125 surcharge added to cost of lug order, regardless of quantity. Standard lug finishes are chrome, brass and black.
- 7. How long does it take to get an order of lugs?**
Our production schedule is dynamic. Usually lug orders ship within two weeks of receipt of payment. After receiving your order, we'll be happy to give you current lead times.
- 8. What's the difference between a tom lug and a bass drum lug?**
Bass drum lugs are now taller than tom lugs.
- 9. How big are your lugs - it's hard to tell from the pictures?**
Our lugs are about the size of a U.S. quarter.
- 10. I'd like to build an extra deep snare drum with your single-sided tom lugs. Do you recommend this?**
NO. Our tom lugs are designed for toms. We recommend our longer 3" snare lugs with long tension rods on deep snare drums.
- 11. In your lug picture, you show two snare lug sizes. Should I use the longer ones or the shorter ones on my snare drum?**
We recommend small snare lugs (2" insert) for 4" through 5.5" snares. We recommend large snare lugs (3" insert) for 6" or larger depth drums.
- 12. What size hole should I drill in my drum shells for lug mounting screws?**
An 11/64ths or #18 drill bit is ideal.
- 13. I want custom red lugs. Can you supply them with red tension rods to match?**

NO. Tension rods are available in chrome, black and brass.

14. I really like your lugs but would like to see them up close. Will you send me samples?

YES. Fill out the lug order form below and send payment, and we will be happy to send you samples.

15. I've been researching custom drum companies and think I'd like to have another company build my custom drum set --- but I'd like to use your lugs. Will you supply your lugs to my builder?

YES. You are welcome to purchase lugs directly from us and have them sent to your builder. Or..You can have your builder contact us directly. You may find that your builder already uses the Adonis lug but doesn't yet list them as an option in their brochure or web site.

16. How do you ship your orders?

All orders are shipped Priority Insured Mail via the US Postal Service. No tracking numbers are available through the US Postal Service.

17. What form of payment do you accept for lug orders?

We prefer customers order directly off our lug page. The yellow "Purchase" buttons on the lug main page enable secure online ordering and payment. If you'd like to pay via money order or check email us through the guestbook form (guestbook link) for specific instructions. Money orders are preferred and may be required. Unfortunately, purchases made by check cannot ship until payment clears.

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SHELLS FAQ

1. I already bought my lugs. Will you drill shells for lugs I bought someplace else.

YES. We are happy to drill for lugs and hardware from other suppliers. We charge \$1 per hole (2-hole lugs = \$2 per lug). We also need you to send a hardware sample. We cannot drill shells without sample hardware. Layout is included in drilling charges.

2. I want 5-ply shells with 3-ply reinforcement rings. You don't have them listed on your web site. Can you supply them?

NO. Unfortunately, we only stock 6-ply tom shells, 8-ply bass shells, and 6, 8 and 10-ply snare shells. We may offer other ply configurations in the future. When they become available, we will list them on the web site.

3. Do you sell birch shells?

NO. Currently, we only stock maple.

4. I want to build a snare. What is a snare bed?

A snare bed is a slight dip cut in the bottom bearing edge on either side of the snare wires. Snare drums must have a snare bed. Snares without beds will buzz uncontrollably (they may also be cranky from lack of sleep).

5. How long does it take to get my shells after I order them?

Generally we ship shell orders 2-4 weeks after payment is received. We are happy to give concrete lead times after items are ordered.

6. I'm building a kit and want to finish it myself. I've never done any finishing before and wonder if you could me some instructions?

Finishing your own kit is rewarding and cost-effective. Before embarking on your virgin raw shells, we encourage you to visit your local woodworking supply store. They will be able to recommend books and finishing supplies.

7. Do you recommend reinforcement rings?

NO. Reinforcement rings add weight, overtones, and substantial cost to drum shells. We prefer shells without reinforcement rings but can include them for an additional charge and longer lead time.

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UNFINISHED & FINISHED DRUM FAQ

- 1. I want to order a kit package. Do you take payments?**
YES. If you order over \$ 1000, we will take payments. You must pay half in advance and half before final shipment.
- 2. I'm ordering a kit package with the half-payment option. Will you send the shells when you receive the first half-payment?**
YES. We're happy to send your shells before the rest of the hardware. You can finish the shells and send for the hardware when done.
- 3. I want to use the half-payment option to order a kit. Can I make a half-payment using the shopping cart?**
NO. If you want to make a half-payment using the shopping cart, send us an email, and we'll send you specific directions.
- 4. Will you take half-payments on orders less than \$ 1000?**
NO. Not at this time.
- 5. I don't want to make an online payment. Can I send a check or money order via mail?**
YES. Just load up the shopping cart as if you were making an online purchase. When you have all the items you need, print out the shopping cart order and mail it along with your check or money order.
- 6. I can't find your mailing address on the web site. Where do I send my payment?**
YES. The mailing address is not listed on the site. Adonis is a contract manufacturer, not a retail business. Our address is not listed in an effort to reduce local walk-in traffic. Drop us an email via the [GUESTBOOK](#), and we'll happily send you our payment address.
- 7. I want to order a covered kit. Is the half-payment option available? Will you send the covered shells in advance?**
NO. Unfortunately half-payments are not available on covered drum packages and we cannot ship covered shell orders until the order is pre-paid in full.
- 8. What is the lead time on a covered or uncovered package?**
We usually ship drum package orders within 3-5 weeks. However, an order can take longer, depending on our current work load and materials availability. We're happy to give current lead times when you order.

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ETCETERA FAQ

- 1. I am in Portland, OR, and want to visit the shop. How do I do that?**
Currently, we don't have a showroom and don't encourage walk-in browsers. However, customers are welcome to call and set up an appointment. Be forewarned the shop is not a retail environment and we don't have completed, playable drums ready to show you.
- 2. My band has just come out with our second CD, and we've got a BIG deal in the works. Do you offer endorsements to up-and-coming artists?**

Sorry. In an effort to keep our drums affordable, we are not currently offering endorsements.

3. I want to order some tension rods, air vents, and snare wires. I can't find them listed. Where are they?

Adonis Drums does not sell certain items independently of a complete package.

4. Why don't you offer heads with your drums.

Everyone has different taste in heads, and we just can't keep everything in inventory. We suggest mail order or your local drumshop for heads, etc.

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