

WARRANTY

We promise all our products are guaranteed with one year warranty. Also, you can return the product within 30 days of purchase without any reason and receive a full refund. Customers must take care of the shipping cost if the return reason is not quality-related.

Product Warranty Excludes the Following

1. Damages caused by misuse, abuse or accidents.
2. Damages caused by unauthorized disassembling.
3. Products that are not purchased from official SoundPEATS Amazon store (including unauthorized third-party sellers or any individual owner).
4. Products purchased at Amazon in (Soundpeats in India is a retailer, so called agent, who are importing products from us and selling them locally. They take responsibility as a seller, in charge of locally promoting& selling& after-sell service; we as a supplier, only supply goods. However, you can find the contact information of Indian service team at the page of 'contact us' and contact them directly).
5. Lost or stolen products
6. Free products

The warranty starts from the date of your original purchase. And it won't be renewed after a replacement has been provided. During the Limited Warranty Period, SoundPEATS will provide Product technical support. If the technical support provided by us cannot resolve your issue, SoundPEATS will, at its option: (i) replace your defective product at no cost to you; (ii) replace your defective product with another model of our products in the same price range; (iii) Give a partial refund to you base on certain circumstance (eg. tiny flaw that does not affect normal use) ;(iv) Give a full refund.

SoundPEATS privileged customers enjoy an extra 6 months warranty and service priority.

FAQs

1. How do I claim the warranty?

Before submitting a warranty claim, please refer to the trouble shooting page and attempt the reset method that apply to your model. If the item still does not work properly, you could email our service team at support@soundpeatsaudio.com with a simple description of your headphones/ speakers' problem and your Amazon order id.

2. How do I claim the warranty if I'm not the original owner?

You have to ask the original onwer for the order id. The Amazon order id is the only valid proof for a warranty claim.

3. How do I claim the warranty if I'm outside the country?

SoundPEATS will take care of the shipping cost for a replacement product if the original product has quality issues. However, since we solely use FBA shipping, we can only send products to your opriginal country of purchase. You may provide us with an address in that country.

4. Will the warranty be renewed if my product is replaced?

No, it will not. The warranty starts from the date of purchase, ends 12 months (18 months for privileged members) later unaffectedly.

For more information, feel free to reach out to us at support@soundpeatsaudio.com

Website: <http://www.soundpeatsaudio.com>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.