

DOSS After-Sales Statement

12-Month Warranty for Quality-Related Issues

Requests within the US of purchase

DOSS' company warranty runs for a full calendar year from the speaker's purchasing date, and we will cover all costs, including shipping, return and replacement unit costs within this one year period, if your speaker becomes defective within our one-year factory warranty period.

Please note:

1, Requests from outside country of purchase

We will take care of all quality-related issues with a FULL REFUND or REPLACEMENT. International shipping costs must be covered by the customer. If the item cannot be returned then we will offer a 50% REFUND.

2, Requests for Amazon orders shipped internationally

We will take care of all quality-related issues with a FULL REFUND. This includes purchases shipped overseas from the USA via Amazon.

3, For purchases made through other retailers:

Other retailers' after-sales support policies will vary. Please contact the retailer directly for specific guidance on their warranty process. Unauthorized reselling of DOSS products is strictly prohibited.

FAQs:

1. What isn't covered by the warranty?

- Purchases from unauthorized re-sellers
- Improperly operated devices
- Lost or stolen products
- Purchases made over 12 months ago (unless otherwise stated)
- Free products
- Damage from misuse of products (including, but not limited to: falls, extreme temperatures, water, operating devices improperly)
- Repairs through 3rd parties
- Products without sufficient proof of purchase
- Damage from outside sources
- Products have been fully refunded

2. When does the warranty begin?

It begins the day you place your order.

3. Process:

- Buyer must provide sufficient proof of purchase
- DOSS must document what happens when buyers troubleshoot the product
- The defective item's serial number and/or visible proof depicting the defect are required
- It may be necessary to return an item for quality inspection

4. How do I claim the warranty?

Before submitting a warranty claim, please refer to the specific FAQs for your product and attempt all troubleshooting suggestions.

If you believe the item is defective and under warranty, please submit a Return or Exchange request on the product's support page with your amazon order, or contact us at support@dossav.com

5. What is a valid proof of purchase?

- An Amazon order number for a purchase made through Wonders Tech
- A dated sales receipt from an authorized DOSS Re-seller that shows a description of the product along with its price.

6. What if I don't have any proof of purchase?

- If you made your purchase through Wonders Tech, we may be able to locate your order using your email address, name or shipping address.
- If you made your purchase through an authorized DOSS Re-seller, you may contact the Re-seller to see if they can provide a copy of your receipt.
- If the product was a gift, you may ask the giver to provide you with a copy of the receipt or claim the warranty on your behalf.

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

The warranty continues from the date of your original purchase.

It won't be renewed after a replacement has been provided.

8. For more information, please contact us at the support email.

Customer Service Email:

US: support@dossav.com

CA: support_ca@dossav.com

UK: support_uk@dossav.com

FR: support_fr@dossav.com

DE: support_de@dossav.com

IT: support_it@dossav.com

ES: support_es@dossav.com

JP: support_jp@dossav.com

Phone: 1-833-275-3677 (US) Mon-Fri 9am - 5pm (PST)

Website: <https://www.dossaudio.com/>

Manufacturers' warranties may not apply in all cases, depending on factors such as the 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.

For Battery life Tips:

The battery life of the speaker depends on how you use and keep your device.

Here we have some warm tips:

- Please don't keep your device plugged and charging all the time. Even you can do that, but we don't suggest, it will badly hurt the Li-ion battery.
- Please do not leave your speaker OFF with a low or depleted battery for any extended periods. Leaving lithium-ion in such conditions will drastically reduce your speaker's battery life.
- If you don't use the speaker for a long time, like 3 months or even longer, don't forget to charge the speaker every 3 months, let the speaker know that it is still alive not "dead".
- Do not use the speaker beside a large magnetic field (such as induction cooker, microwave oven or wireless LAN products), which will seriously affect battery life.