

WARRANTY PROCESS

If your product has a fault and it is within the 2 years warranty, you may exchange it for a new unit. [CLICK HERE](#) to start a warranty ticket. When you start your ticket by clicking that link, you will be asked to fill out some fields about your product. Please refer to the FAQ below for help with the ticket fields.

Warranty FAQ - Help with the "Information about the product" ticket fields

1. Repair type: Select "Warranty repair" - do not select "Quote for repair" (you will not be charged for a warranty exchange)
2. Model: This is the "Name" of your product (ex: BeoPlay A2 Grey). Click on the drop down and select the name of your product
3. Serial No.: This can be found on the bottom of your product box next to the bar code, or on most products (for H3 it is embossed on the rubber "Y connector" that splits the cord; for H2, H6 and H8 it is inside the removable earcups; it is inside the removable grill of A2; the serial number is on the bottom of your Beolit 15, S8 or A9). Earphones and some other smaller accessories do not have serial numbers - so leave this field blank. If the serial number for your product is required and you cannot find it, please email usshop@bang-olufsen.dk
4. Collection: you have two options: 1) "Free pickup at my address" creates a "UPS call tag," (not a printable label). A UPS call tag sends a UPS driver to your house to collect your shipment, which must already be in a shipping box. The UPS driver will bring the return label with him and collect your package. **SOMEONE MUST BE PRESENT WHEN UPS ARRIVES.** If you will not be at home, we suggest filling out the "Personal Information" section with a work address, a doorman building, etc. 2) You can also select "I will send the product myself" and take it to your local post office, UPS, FedEx, etc.. This requires you to pay for shipping
5. Purchase date: Can be found on your receipt or order confirmation email
6. Invoice no.: Your invoice number is the same as an "order number" that can be found on any receipt or confirmation email.
7. Sales Company: The company that sold you the unit (ex: beoplay.com, Bang & Olufsen store, Apple, etc.)

Other FAQ

1. We can only accept warranty exchanges from new products purchased through authorized stores. Warranties are non-transferable.
2. If you received your item as a gift and it has broken, please ask the person who purchased the item for the receipt and information required by the warranty page

3. If you cannot find your 'proof of purchase' (aka a receipt or confirmation email) for a beoplay.com order, please email usshop@bang-olufsen.dk; if you cannot find your receipt from a retail store, please contact that store.
4. Your repaired product will be returned in approximately 14 business days.
5. If you have any further questions, please call our service line 847.590.4980 from 2am - 5pm Central Time

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.