

# RHA product warranty details

**Safety instructions for use:** To avoid hearing damage, make sure the volume on your music source is turned down before putting your headphones or earphones on. Once your headphones or earphones are on your head or in your ears turn the volume up to a moderate level. Avoid listening to music at loud volume levels for prolonged periods of time as this may cause permanent hearing damage or hearing loss.

Your hearing is delicate and highly sensitive so please listen to your music responsibly, for more information please visit the Deafness Research Foundation [www.drf.org](http://www.drf.org)

Don't use headphones or earphones when it is unsafe to do so, for example, when operating a vehicle, cycling, crossing the road, or during any activity which requires your full attention and ability to hear.

You should be aware of your surroundings and use headphones / earphones responsibly.

**Product warranty terms & conditions:** The RHA product you have purchased is covered by a warranty period detailed in the table below. The warranty period begins on the date of purchase of brand new, unused products from an authorized RHA retailer, by the first end user. Please retain your sales receipt as proof of purchase. Unless you submit proof of purchase, which will be verified by RHA, you will be obliged to pay for any repairs that are carried out. Proof of purchase must state the locations and date of purchase as well as name of the product.

We shall satisfy our warranty obligations by remedying any material or manufacturing faults free of charge at our discretion either by repair or by exchanging individual parts or the entire product. Any defective parts removed from a product during the course of a warranty claim shall become the property of RHA. In the event that the remedy is the exchange of the entire product and an identical product is not available for warranty replacement, RHA reserves the right to replace the defective product with a comparable product.

Lists of [RHA's authorised retailers](#) can be found on their respective international website, but you should be aware that these lists are not exhaustive and that [checking with RHA](#) before purchasing from any non-listed retailer is strongly advised to ensure the retailer is endorsed by RHA.

RHA Products	36 Months	T10i, T10, MA350, MA450i, MA600, MA600i, MA750, MA750i, CA200, SA950i, SA500, SA200, SA850, SA700 Couture
	12 Months	MA150, MA200, Premium Stereo Cable
	30 Days	Replacement Ear Tips, Carry Cases

## **The below cases are not covered by the above warranty:**

Minor faults or deviations in the quality of a product which do not affect the product's value or fitness for its intended purpose, any accessories supplied with the product, faults resulting from improper use (e.g. operating errors, mechanical damage, incorrect operating voltage). Proper use for the purposes of this warranty is defined as use of the product under the conditions stated in the safety instructions for use. Faults due to wear and tear, any modification of RHA products effected by you or a third party, unless RHA has given its prior written consent to the nature and extent of the modification, faults of which the purchaser was already aware at the time of purchase. All warranty claims become void if the product is tampered with by unauthorized persons or repair shops.

No other warranty claims or claims over and above the rights stated in these terms and conditions will be accepted. Consumers may be entitled to statutory rights in their own countries which are not restricted by these warranty terms and conditions, as the warranty is governed by the laws of the country in which the RHA product was purchased by the consumer. The provisions of the UN Convention on the International Sale of Goods do not apply to this service.

## **Claiming under warranty:**

If you wish to make a claim under warranty please fill in the [customer care form](#). Please supply as much information as you can. Once you submit this form a member of the RHA team will contact you within one working day and discuss your issue further. You will then be provided with a reference number that you must quote in all correspondence. You may need to supply photos or send your product back for examination. You will need to provide evidence of purchase, such as order reference number or till receipt. You are responsible for the return shipping costs as well as any loss or damage to the product before they reach RHA. We recommend that you use a shipping method that allows you to track your package, such as Royal Mail's 1st class Recorded and Signed For or Special Delivery services. Please ensure to pack the product appropriately to ensure it is not damaged in the post. Once the product is received we will aim to examine it and, if applicable, dispatch the repaired or replaced product within 4 working days.

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.