



Returns

All orders from jbl.com are eligible for our 30 day return policy. You may return any item you purchased on jbl.com for any reason, within 30 calendar days of your shipping date, subject to the terms below. We'll gladly exchange your product (subject to availability) or give you a refund for the full amount of the merchandise - whichever you prefer. No restocking fees. No questions asked.

A return authorization is required for any exchange or refund. Any product shipped to us without a return authorization is not eligible for our refund policy and will be returned to the customer at his or her expense.

If, within 30 calendar days of the date of your shipping date, you would like to replace or return the item, the process can be initiated on the JBL.com Returns section which will trigger an email to our Customer Service Center. You will then be contacted by one of our representatives about your request. You can also contact the Customer Service Center directly at 1-800-336-4525, from 8AM to 8:30PM., EST Monday through Friday (excluding holidays), and 8:00 a.m. to 5:00 p.m., EST Saturday. A return authorization number (RA#) and prepaid return shipping label will be provided to you by our Customer Service Center. Gift purchases must be returned by the original purchaser.

RA#'s are valid for only 30 calendar days from the date issued. Replacement merchandise will not be reserved for more than 30 calendar days past the issuance of the RA#. Merchandise that we receive past the return period may be refused and returned. Products must be returned with all accessories originally included with such product. Additional product return instructions may be required. Notification will be sent to the e-mail and/or billing address you provided, should your return not be accepted.

Manufacturer's 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.

<http://www.jbl.com/>