

# Warranty

## Warranty policy

Your original JAYS AB product is covered by a warranty of twenty-four (24) months from the date of purchase of a brand new, unused JAYS AB product by the original purchaser. JAYS AB guarantees that the product is free from faults in the materials, design and workmanship when it was sold to the purchaser. If you are not able to submit the receipt when making a warranty claim you may be obliged to pay for any repairs carried out. Proof of purchase must clearly state the date of purchase, name of the product and the details of the authorized re-seller.

## Limited warranty period

The product may include different parts and they may have different Warranty Periods. The different Warranty Periods for this product are:

- Twenty-four (24) months on the earphone external shell and internal components
- Twelve (12) months on the cables and connectors
- Six (6) months on accessories

The Warranty Period cannot be extended or renewed due to subsequent resale or replacement of the product. This Limited Warranty does not affect your legal rights under your applicable national laws relating to the sale of consumer electronic products. Defective parts replaced within the Limited Warranty Claim shall become the property of JAYS AB.

## What is not covered by the limited warranty?

Faults caused by wear and tear, accident, dropping, mechanical damage, damp, moisture, chemical products, abnormal impact damage or force majeure. Modification or repair by you or third party without JAYS AB approval.

## How to get warranty service

If you wish to make a Warranty Claim within the Limited Warranty Period, please contact the reseller of your product for further help. You will need to provide proof of purchase and the affected part. Any defective parts covered by the Limited Warranty will be repaired or replaced free of charge.

Replaced or repaired parts provided during the Warranty Period will be warranted for the remainder of the original Warranty Period or for sixty (60) days from the date of repair or replacement, whichever is longer.

[For more info, please visit our FAQ](#)

(Terms above are valid from May 1st 2010)

Products purchased from unauthorized resellers such as Ebay are not covered by JAYS Limited Warranty.

## **Faulty products**

We exchange faulty products for new ones if they were sold through JAYS Online Store and are covered by JAYS Warranty Terms.

If your product has been discontinued, we offer an option to exchange for a similar product or a refund for the cost of your purchase. JAYS will reimburse you once the return is approved by JAYS Support team.

Please note that if you have chosen to pay with Klarna invoice, you will still need to pay your invoice in order to receive the refund. All returns are handled in accordance to Swedish laws and regulations.

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.