

Guarantee & Warranty

All of our products are Guaranteed. Totally.™ When you take our headphones out of the box and listen with them for the first time, we want you to say *Wow*. Or words and gestures to that effect.

But if that doesn't happen, and you're not 100% delighted, we maintain a 30 day money back guarantee. It's as simple as that. We wouldn't make this promise if we weren't sure about the *Wow*.

Also, the warranty period for our products is one full year. If you have an issue with one of our products, we want to help. If you have feedback for us, we want to hear it.

If you purchased within the last two weeks and find a lower priced promotion from us, we'll honor that lower price and issue a refund for the difference. The promotion must be directly from Puro Sound Labs and not through a third party and be for New, not Used, products.

Contact Us

Email - Please email us at support@purosound.com or use the contact form located below the FAQs.

1-888-590-PURO (7876)

Website: <https://purosound.com>

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.