

## B&O PLAY by Bang & Olufsen

### Warranty

B&O PLAY products are covered by a warranty. The company giving the warranty (the warrantor) is B&O PLAY a/s, Peter Bangs Vej 15, 7600 Struer, Denmark, support@beoplay.com, + 45 9684 1122. Note: The warranty is provided in addition to the rights and remedies granted to you by your seller or granted to you under applicable legislation. Therefore, any remedy (e.g. rectification, claim for damages, right to terminate the contract) granted by the seller of the B&O PLAY product or by the law applicable remain unaffected e.g., the right to claim lack of conformity within 24 months from the date of purchase to the place of purchase for EU member countries remains. The warranty covers all defects compared to the specification of the product in question, that may arise in the product within the below mentioned warranty period, however, with the exceptions set out below. Unless otherwise explicitly stated in documents provided in connection with the purchase, the warranty period is twenty four (24) months. The warranty period starts when the product(s) is delivered to the first end-user. This warranty does not extend to any product whose serial number has been defaced or altered, just as the warranty will cease if you make modifications in the software not authorized by B&O PLAY. The following are not covered by the warranty: – Accessories and spare parts (including but not limited to cables, leather straps, PSUs etc.) sold separately i.e. not bundled with a B&O PLAY product. – Defects that have been caused by wrongful use, incorrect installation, incorrect repairs/modifications, or maladjustment of the product, or neglect, including but not limited to “burn in” of plasma, overdriving of speakers and similar wrongful use. – Defects that have been caused by lightning, fire, water, or other events of force majeure. –

Defects in consumables, (i.e. components that are expected to require regular replacement including without limitation: headphone ear-pads, loose cables etc.) or use beyond the expected lifetime of the consumable in question. – Minor defects in LCD and plasma displays; minor in this sense shall refer to no more than four (4) defective pixels per million pixels on a given LCD/plasma display. Furthermore, if the display is divided into nine (9) equal rectangular areas, there shall be no more than one (1) defective pixel in the central area of the display. – Batteries will be covered by twelve (12) months warranty. – Refurbished products will be covered by a six (6) months warranty. With the herein stated exceptions to claim under the warranty you may contact B&O PLAY online return services via [www.beoplay.com/support](http://www.beoplay.com/support) if a defect covered by the warranty arises in your product within the warranty period. B&O PLAY will rectify the defect by, at our choice, either repairing the defective product, or replacing it with a product of same or similar type and condition. B&O PLAY products marked as being a special or a limited edition cannot be guaranteed in case of replacement to be replaced with an identical product. The online return service is available in selected countries. Information on countries where the online return services is available can be found at [www.beoplay.com/support](http://www.beoplay.com/support). Claims under warranty in countries not covered by our online return service must be made to the place where the relevant product was purchased or to an authorized B&O PLAY retailer according to

applicable consumer laws. The warranty does not cover the costs of consequential damage or indirect loss or any related expense of claiming under the warranty, such as loss from inability to operate the product. The warranty does not cover costs connected with rent of substitution products. Products which are developed especially for use in the country in which they are sold, e.g. due to varying transmission systems and approval demands, are not covered by this warranty, if defects or malfunctions are caused by the usage of the product in another country. In order for the warranty to apply, and to claim under the warranty, you must include the original invoice or copy hereof received at the time of purchase of the product in question, with the return parcel to B&O PLAY in countries covered by B&O PLAY Return Services or present the original invoice to the authorized B&O PLAY retailer where you wish to make your warranty claim in countries not covered by B&O PLAY Return Services. For the Australian market only: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. For the US market only: Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. For the US market only: Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Email to: [ecom-support-US@beoplay.com](mailto:ecom-support-US@beoplay.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.