



Warranty

Note: the Warranty Card provided with your JBL product contains the full terms and conditions of your warranty.

Unless a different warranty period is stated in the Warranty Card provided with your JBL product, **JBL warrants for a period of 1 year** (5 years for any non-powered speakers) from the date of retail purchase by the original end-use purchaser, that this product, when delivered to you in new condition, in original packaging, from a JBL authorized reseller and used in normal conditions, is free from any defects in manufacturing, materials and workmanship. Refer to the Warranty Card provided with your JBL product for specific details including what is not covered along with other terms and conditions.

Before requesting a replacement, you may read through [our support materials and FAQs](#). If your questions are not answered, please [reach out to our experts](#) for personal assistance and troubleshooting. If you still need to replace your product, please follow these steps:

1. Have your purchase receipt or order confirmation handy
2. Fill in the form below as complete as possible for the quickest processing
3. Customer Service Specialist will contact you for the next steps

Call us

Talk to a product expert

Call us now at: [\(800\) 336-4525](tel:8003364525)

Mon - Fri: 9:00 a.m. - 11:00 p.m. (ET)

Sat - Sun: 9:00 a.m. - 5:00 p.m. (ET)

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.