

Limited Warranty Support

For any Limited Warranty support, a valid Proof of Purchase is required.

Please note that we have a strictly NO REFUND, NO RETURN AND NO EXCHANGE policy, except that we will provide a replacement of a faulty unit (or part thereof) purchased from us or our authorised vendors or distributors within one (1) year from the date of purchase which has any of the following faults and problems (and where such fault or problem qualifies for exchange in our or vendor's or distributor's [as the case may be] reasonable discretion):

- Inability to charge
- Speakers cannot close if new/ unused/ out of box upon purchase only..
- Faulty volume control or no sound
- Broken speaker-attached cable if new/ unused/ out of box upon purchase only..

The warranty does not cover:

- Product failures which have been caused by use of accessories other peripheral devices which are not X-mini branded original accessories intended for use with the X-mini Capsule Speaker.
- Product failures caused by modification, repair and disassembly by any person who is not authorized by the manufacturer.
- Any damage caused by misuse, dropping, hitting or neglect of the X-mini Capsule Speaker.
- Speaker-attached cable and external cables defect through wear and tear.
- Wear and tear

Contact Us

Over the years, we have had fans writing in to tell us of their experiences like how they put their X-mini™ Capsule Speakers™ in the washing machine and it still works! We have also had fans come by our office to show us how creative they are in attaching their X-mini™ Capsule Speaker™ to bicycles, helmets and even their sneakers!

We would love to hear from you whether it is an X-mini™ experience you would like to share or if you have a suggestion for us or if you would like to sell X-mini™ Capsule Speakers™ in your store.

- If you are interested in becoming a X-mini™ Authorized Reseller or distributor, please contact us at info@xm-i.com.
- For all other general enquiries, customer service support matters, please email support@xm-i.com

We are located at:

38 Maxwell Road, Air View Building #04-01 Singapore 069116

Telephone: +65 62242595 (Strictly by appointments only)