

SOL REPUBLIC LIMITED WARRANTY

[CLICK HERE TO SUBMIT A WARRANTY CLAIM](#)

Your SOL REPUBLIC product is covered by a worldwide limited warranty by SOL REPUBLIC Inc, 9375 SW Commerce Circle, Suite 9A, Wilsonville, OR, 97070 USA for defects in materials and workmanship. The warranty period is two years for SOL REPUBLIC products purchased in the European Union and one year for all other countries.

When you purchase SOL REPUBLIC products you may be entitled to additional statutory rights. For example, consumer laws across the European Union provide statutory rights in addition to the coverage you receive from the SOL REPUBLIC Limited Warranty. The SOL REPUBLIC Limited Warranty does not affect your statutory rights.

The warranty period starts from the date of purchase of new or refurbished products purchased from SOL REPUBLIC or an authorized SOL REPUBLIC dealer by the first end-user. A defect caused by a materials or workmanship error, SOL REPUBLIC or its dealers will repair the product using new or refurbished replacement parts at no charge for labor or materials, or replace the product with a functionally equivalent product that is new or refurbished, or at the discretion of SOL REPUBLIC, refund the original purchase price. It is recommended the purchaser retain proof of purchase in the form of a receipt or bill of sale with the date of purchase and name of model purchased.

Restrictions

This Limited Warranty does not cover:

- Minor faults or deviations in quality of the product which are insignificant to the value of the product when used as described in the user guide;
- Cosmetic damage, acts of God, misuse, improper connection, improper use;
- Products purchased open box, sold as-is, by private party resale or any other third party purchases from unauthorized distributors; or

- Normal wear and other causes that are not defects in materials and workmanship.

Attempted repair by unauthorized repair personnel will void this Limited Warranty. Transfer of SOL REPUBLIC products through unauthorized distributors renders this Limited Warranty null and void. This Limited Warranty is also null and void if the product is damaged by a connecting product that may have caused damage through misuse or malfunction or if the factory model name or serial number has been altered.

If you would like to make a claim under this Limited Warranty you have the following options:

- Please visit www.solrepublic.com/support and complete the Warranty Form for limited warranty support. The form will require your name, mailing address, email address, phone contact, description of the defect or problem, a scanned copy of your receipt or invoice, and if possible, include a picture of the fault. We will validate your request and respond with how we will repair or replace your product; or
- You may return your product to us. Please include your name, mailing address, email address, phone contact, description of the defect or problem, and a copy of your receipt or invoice. We will validate your request and respond with how we will repair or replace your product. Properly protect the product in a shipping package, as we are not responsible for items lost or damaged in transit. The product can be shipped or mailed to SOL REPUBLIC, 9375 SW Commerce Circle, Suite 9A, Wilsonville, OR 97070 USA.

For customer service inquiries, please email support@solrepublic.com, or call us at +1 877-400-0310 (a USA number international charges may apply), or contact us by mail:

SOL REPUBLIC, Inc

9375 SW Commerce Circle, Suite 9A

Wilsonville, Oregon, 97070 USA

SOL REPUBLIC B.V.

Zekeringstraat 17 A

1014 BM, Amsterdam

The Netherlands

BASED ON THIS LIMITED WARRANTY, SOL REPUBLIC SHALL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND. ALL IMPLIED WARRANTIES INCLUDING BUT NOT LIMITED TO MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE ON THIS PRODUCT ARE LIMITED IN DURATION FROM THE DATE OF ORIGINAL PURCHASE.

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[SOL REPUBLIC PRODUCT GUARANTEES](#)

Now you can go from 0 to 100% Wireless with nothing to hold you back. The terms of service are as follows:

The MBG only applies to Tracks Air wireless headphones (“Product”) purchased directly from SOL REPUBLIC via its online web store at www.solrepublic.com on or after October 15, 2014. Only Product returned by you during the 100 day period following purchase is eligible for a refund of the purchase price. Any order discrepancies and product damage resulting from delivery must be reported within 3 business days from the date the merchandise was received. Please contact our Customer Care Center to report any incidents.

This MBG applies only to hardware components of the Product that are not subject to accident, abuse, misuse, neglect, fire or other external causes, unauthorized use, alterations or repair, or commercial use (including use beyond normal wear and tear expected in a 100 day period) (collectively the “Exclusions”). All Exclusions are to be determined by SOL REPUBLIC in its sole discretion.

To obtain a refund the following terms and conditions must be met:

- All customers must obtain a Return Authorization Number (“RMA”) by calling our Customer Care Center at +1-877-400-0310 (option 1).
- In order to receive a RMA, you must provide your Online Order Number, which can be found in your Purchase Confirmation email.
- Your RMA must be created within 100 days of the product purchase date.
- RMAs are valid for 10 days from issuance. Only one RMA may be issued per product purchased.
- A customer may only utilize one, 100 day return once per product type.
- The RMA will include a prepaid shipping label, however, you are responsible for loss or damage to merchandise while in transit to SOL REPUBLIC. The address on your prepaid shipping label will be:
 - AVC Returns
C/O SOL REPUBLIC
3000 Las Hermanas St
Compton, CA 90221 US
- Pack your return in the original shipping package and use the prepaid shipping label included with your RMA.
- Include the packing slip and return label, and indicate the reason for the return.
- All original packing materials, manuals and accessories must be returned.

Once your return is received and inspected your refund will be processed and a credit will be applied to your credit card or original method of payment, or you will be sent a check within 20 business days. Please note that depending on your credit card company, it may take an additional 2 to 10 business days after your credit is applied for it to post to your account.

If you purchase SOL REPUBLIC Tracks, Tracks HD, Master Tracks or other headband related products (excluding Tracks AIR wireless headphones), you will get a free replacement headband if the original breaks within 1,000 days from the purchase date. Simply [register your headphones](#) and complete the [Warranty Claim](#) form. Be sure to mention the 1,000 day headband guarantee.

If you purchase SOL REPUBLIC Amps (\$59.99), Amps HD (\$99.99), Relays (79.99) or Jax (\$39.99) in-ear headphones you will receive a lifetime of free ear tip replacements. [Register your headphones](#) to be eligible for this program. When you need a new set of ear tips, simply [fill out this form](#) and we'll send ear tips anytime you ask. Please allow 2-3 weeks for delivery and more if you are located outside of the U.S. For any other issues regarding broken or replacement headphones please visit the [Customer Support page](#).

SOL REPUBLIC is not responsible to repair or replace the product if in violation of this warranty. This warranty gives the purchaser specific legal rights, you may also have other rights which vary from state to state that may result in the change of this warranty.

To obtain service under this warranty agreement, properly protect the product in a shipping package as we are not responsible for items lost or damaged in transit, and include a copy of the original receipt.

Please visit the [SOL REPUBLIC Help Center](#) for more information.

For customer service inquiries, email [support \(at\) SOLREPUBLIC.com](mailto:support@SOLREPUBLIC.com)

SOL REPUBLIC SHALL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND. ALL IMPLIED WARRANTIES INCLUDING BUT NOT LIMITED TO MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE ON THIS PRODUCT ARE LIMITED IN DURATION TO ONE YEAR FROM THE DATE OF ORIGINAL PURCHASE.

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Motorola Mobility LLC and Motorola Trademark Holdings LLC are not responsible for the operation of any device or its compliance with safety and regulatory standards. "M4DE Motorola" (Made for Motorola) means that an accessory has been designed for use with certain MOTOROLA-branded devices and has been certified by the manufacturer to meet Motorola performance standards.