

Warranty

Creative offers to you that hardware will be free from material defects ("Defect") in workmanship and material under normal use for a period of twelve (12) months from date of retail purchase by original end-user purchaser ("Warranty Period"). During the Warranty Period, if a Defect arises and a valid claim is received within the Warranty Period, Creative will at its option, repair the hardware defect at no charge using new or refurbished replacement parts. This limited warranty covers the replacement of the hardware only. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes Creative property.

The warranty period will be extended by each whole day that the product is out of your possession for repair under this warranty. Creative warrants that the repaired or replaced parts will be free from material defects in material and workmanship for a period of NINETY (90) days from the date of repair or replacement, or for the remainder of the Warranty Period, whichever is greater.

To obtain the most appropriate solution for your Creative Product, please refer to our Knowledgebase articles at support.creative.com.

If you have confirmed that your product requires a warranty service, you can submit a service request directly to Creative using this [link](#) or return to your retailer for warranty service (If applicable).

To obtain the fastest, most appropriate service for your Creative Product, you should first make use of Creative [on-line resources](#) to diagnose and attempt to resolve the problem. If your product is an MP3 player, please [click here](#) to run our MP3 Player Recovery Tool as this can resolve the majority of commonly encountered issues.

If you have confirmed that your product requires a warranty service, you can submit a service request directly to Creative using this [link](#) or return to your retailer for warranty service.

A proof of purchase (an itemized dated receipt) is essential for warranty service. You should retain your proof of purchase for the duration of the Warranty Period. Returns without a proof of purchase may be deemed as out of warranty and will require payment of a service fee.

Warranty service is only applicable if the product was purchased by you from an authorized Creative retailer, and will not be provided for any product that has not been purchased as new or was obtained as a result of the purchase of a non-Creative product. You should also retain all product contents and packaging in case you need to return your product to your retailer.

Website: <http://us.creative.com/>