

# Sennheiser USA Warranty

## MANUFACTURER'S LIMITED PRODUCT WARRANTY STATEMENT (US)

The service policies and warranty statements on this page are relevant for all Sennheiser products and Sennheiser distributed brands. Sennheiser Electronic Corporation (referred to as SEC or Sennheiser for the duration of this document) warrants to the original purchaser that the product purchased will be free of defects related to manufacturing, parts, materials, and workmanship under normal and accepted use. Conditions under which the manufacturer's limited product warranty statement is no longer valid can be found below. Sennheiser offers a worldwide warranty on its products though it is strongly encouraged that all warranty returns be sent to the customer's local Sennheiser Authorized Service Center.

This limited product warranty is SEC's only warranty and the customer's only remedy concerning the product. All other representations, warranties or conditions, expressed or implied, written or oral, including but not limited to any warranties or guarantees of merchantability, fitness for a particular purpose, or non-infringement, are expressly excluded. As a result, except as set forth in the previous and following paragraphs, the product is sold "as-is" and the customer is assuming the entire risk as to the product's suitability to their needs, its quality and its performance.

- Sennheiser Products: 2 Years
- Wired Evolution Products: 10 Years
- Aviation Products: 2, 3, 5, or 10 Years (Depending on product model)
- Neumann Products: 2 Year
- K-Array: 1 Year
- Refurbished Products (Like New): Carry the standard warranty\*\*
- Products listed as Very Good carry a 90 Day Warranty

\*\* Remanufactured product warranties are only valid when purchased from an authorized Sennheiser reseller. Excludes any remanufactured Headphone, TeleCom Headset, or Bluetooth® product, which carry a 90-day warranty. Out of warranty TeleCom headset replacements have a 1 year warranty.

## WARRANTY ELIGIBILITY STATEMENT

In order to be considered eligible for repair or replacement under warranty, included with the repair item(s) must be a valid bill of sale (please see below for more information) from an authorized Sennheiser retailer detailing the following information:

Retailer's Name

- Original Date of Purchase
- Model or SKU number of the Product Purchased
- Failure to supply a bill of sale with all of the required information will result in denial of warranty repair or replacement.
- For a list of authorized Sennheiser dealers please visit our website at <http://en-us.sennheiser.com/dealer-locator>.

All TeleCom Headsets with "bird-band" style identifiers must have an intact, legible bird-band in order to be considered for warranty repair or replacement.

The following types of documents, printed or electronic, are not considered valid receipts and therefore cannot be used to determine eligibility for warranty:

- Credit Card Statements
- PayPal and/or eBay (or any other auction site) confirmations
- Bank Statements
- Bills of Lading, Bills of Material or any other type of shipping detail document

#### WARRANTY DOES NOT COVER

Counterfeit or "Grey Market" product or products purchased from any non-authorized Sennheiser dealer.

Damage or inoperability caused by inadequate repair work performed by the end user or any non-authorized repair center.

Products where the identification label, serial number or safety label has been removed or altered.

Other manufacturer's equipment or reimbursement for said equipment that has been used in conjunction with a Sennheiser product.

Inoperability due to lack of reasonable maintenance and care as determined by SEC. Accessories or consumable items such as, but not limited to:

- Batteries
- Ear bud covers
- Ear cushions and/or headphone padding
- Cable clips
- Foam microphone windscreens
- Cases

Damage: This warranty does not cover any physical and/or electrical damage resulting from, but not limited to:

- Accident
- Misuse
- Abuse
- Malicious destruction
- Acts of nature
- The temporary or permanent affixing of any items supplied or not supplied by the manufacturer with any adhesive, fastener or the like.
- Use of batteries, power supplies or any other sources of power not specifically recommended by the manufacturer.
- Inadequate repair work performed by the end user or any non-authorized repair center.

## **TERMS AND CONDITIONS**

### **PRODUCT ADVANCE REPLACEMENTS**

SEC does not provide advance replacement products.

### **REFUNDS**

SEC will only provide refunds to customers that have purchased product directly from SEC within 30 days from the date of purchase. Customers that purchased product from a Sennheiser distributor/vendor seeking a refund will have to request reimbursement from the original distributor/vendor.

### **SHIPPING TO SEC**

SEC will be responsible for shipping to the customer after repair/replacement ONLY. The customer is responsible for all shipping/handling charges related to returning the product to SEC or one of the SEC authorized repair facilities. Products must be shipped in their original packaging or otherwise suitably protected to avoid damage during shipping. SEC will not be responsible for any damage incurred during shipment. SEC will only be responsible for packages that are verified as having been received into our warehouse via a shipment tracking number provided by the customer's shipping company.

### **SHIPPING FROM SEC**

All packages will ship within the 50 United States via UPS ground, no signature required, at no expense to the customer. International shipping as well as other shipping methods and options are available; however, all related charges will be the sole responsibility of the customer. Please contact SEC Service Administration at (860) 434-9190 extension #2 for details and pricing.

### **WARRANTY REPAIRS**

In the event that a repair action is performed, SEC will be responsible for all costs associated with the repair including parts and labor costs. All service labor is guaranteed for 90 days or until the conclusion of the originally purchased product's original warranty period, whichever period of time is greater.

### **WARRANTY REPLACEMENTS**

SEC may, at its discretion, choose to replace the product completely with a new or remanufactured product. In the event of product obsolescence, a suitable replacement will be chosen based upon the features, the intended use (according to SEC) and the retail price of the original product. In the event of product obsolescence SEC cannot guarantee the same color or aesthetic attributes as the original product. All warranty replacements are guaranteed for 90 days

or until the conclusion of the originally purchased product's original warranty period, whichever period of time is greater.

## **EXPECTED TURNAROUND TIME**

The expected turnaround time is subject to parts and product availability and therefore cannot be guaranteed. For information regarding current turnaround times for warranty repairs and replacements please contact Service Administration at (860) 434-9190 extension #2.

## **DETERMINING AUTHORITY**

The SEC Service Department will be the final determining authority for all potential warranty claims for service and/or replacement.

## **Sennheiser Electronic Corporation**

**1 Enterprise Drive  
Old Lyme, CT 06371  
Toll Free: 1-(877)-736-6434  
Phone: (860) 434-9190  
Fax: (860) 434-1759**

### **Office Hours - Old Lyme, CT**

**Hours:** 8:30 AM - 7:30 PM (EST)

**Service Hours:** 8:30 AM - 5:00 PM (EST) Monday - Friday