

## **Warranty coverage and exclusions**

The Sonos limited warranty covers defects in materials and workmanship in every Sonos product you purchase during the applicable warranty period, subject to certain exceptions. Sonos' warranty period is one year from the date we ship the applicable Sonos product to you, as determined by the date on the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product. Sonos may change the availability of limited warranties, at our discretion, but any changes we make will not be applied retroactively. For more detailed information related to the limited warranty, please refer to the license agreement in the supporting documentation that came with your product. Please note that we do not provide warranty coverage for:

Problems that result from external causes such as accident, abuse or misuse

Usage that is not in accordance with Sonos' product instructions

Products that are used outside of North America (i.e. U.S. and Canada)

Products with missing or altered serial numbers

Products which have had their housings opened or otherwise tampered with

Problems caused by using third party accessories, parts, or components

Sonos does not warrant that its products will operate without interruption or will be error-free, or that all errors may be corrected. Sonos' sole liability, and your sole remedy, for breach of the limited warranty will be repair or replacement of the applicable product, or, if neither of the foregoing are reasonably available, a refund of the amount you paid, less amounts attributed to your prior use.

Except as expressly set forth in the license agreement, Sonos makes no warranties, whether express, implied, statutory or otherwise, with respect to its products. Sonos and its suppliers hereby specifically disclaim all other express, statutory and implied warranties and conditions, including the implied warranties of merchantability, fitness for a particular purpose, non-infringement and the implied condition of satisfactory quality. Except as expressly stated in the license agreement, products are supplied on an "as is" basis without warranty. You assume all responsibilities for selection of a product to achieve your intended results, and for the installation and use of the product. Some jurisdictions do not allow a limitation on implied warranties, and so the foregoing disclaimer may not apply to you. In any event, any implied warranties that may exist under the laws of your jurisdiction are limited to the one (1) year period set forth in the limited warranty.

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## **Instructions for warranty returns**

To return a product, please follow these simple steps:

- **Please contact Sonos support**
- **Request an RMA**

If in the diagnosis of reported performance issues with your Sonos product(s) our customer support personnel determine that your product(s) qualifies for a Warranty Return, a Return Merchandise Authorization (RMA) request will be initiated and a unique RMA number will be sent to you via email. Every limited warranty return must have an associated (RMA) number.

- **Use the original Sonos boxes**

All products must be returned in the original packaging with all contents included. Please ensure that any previous shipping labels or other markings have been removed or covered completely. Please note that failure to return all items included with your product, or returning the product without the manufacturer packaging may result in the product(s) being shipped back to you at your own expense.

- **Use a Sonos prepaid returns electronic shipping label**

To ensure successful delivery, ship returned products using the prepaid returns shipping label emailed to you by Sonos. Sonos will not be responsible for returned products sent using an alternate carrier or shipping label. It is the sender's responsibility to retain a copy of the shipping label with the applicable tracking number signed by an agent of the carrier as proof that the possession of the returned product shipment was transferred to the carrier. You have 14 days from the date of RMA request to return your original product.

- **Email your return shipment tracking number to support@sonos.com**

Please include "Shipment Notification: RMA# (please include your RMA# here)" in the email subject line and the returns shipment tracking number and the time of pick-up in the email body.

- **Receive your replacement**

If your product(s) qualifies for advanced replacement, your replacement product(s) will ship within 24-48hrs hours of RMA request, excluding weekends and holidays and, the shipment of your returned product is not required until your replacement product(s) has been received.

If your product(s) does not qualify for Advanced Replacement, your product(s) will ship upon receipt and inspection of your original product(s) and, we may require a valid credit card number to ship your replacement product(s). As part of our returns process, you will

receive an email notifying you that your replacement order has been placed and another email notifying you that your product has shipped.

You will not be charged for the replacement product as long as (i) you return the original product to us within 14 days after issuance of the RMA or 14 days after the shipment date of your replacement order, if your product(s) qualifies for Advanced Replacement, and (ii) the problem you reported with the product(s) proves to be covered by the terms of the limited warranty.

If we do not receive the original product(s) within 14 days, or if we determine that the problem with your product(s) is not covered by the limited warranty, we will charge the then-current standard price for the applicable product(s) to your credit card or the original form of payment used at the time you placed your original order.

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### **Transfer of limited warranty**

Limited warranties on Sonos products may be transferred during the warranty period if the current owner transfers ownership of the products and records the transfer with us. The products must be registered by both the previous and new owner in order to effect the transfer of limited warranty.

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### **Problems outside of warranty coverage**

If we determine that the problem is not covered under the limited warranty, we will notify you and inform you of service or replacement alternatives that are available to you on a fee basis.

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### **45 day return right**

If you are not completely satisfied with your Sonos product at any time during the 45 day period following the original shipment date, please contact Sonos Support at 800.680.2345 toll free. Our customer support personnel are available during support hours to make sure you have every opportunity to enjoy the benefits of the Sonos Digital Music System. If, however, you are dissatisfied for any reason with your purchase, please follow the steps below for a refund of your purchase price.

The 45 day return policy applies only to Sonos Products that are purchased directly from Sonos (either via phone or the online store).

Please note that only products in the original packaging with all materials and in new or as-new condition are eligible for the 45 Day refund.

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## **Instructions for 45 day returns**

To return a product, please follow these simple steps:

- **Please contact Sonos support**

Every 45 Day return must have an associated Return Merchandise Authorization (RMA) number. A RMA may be obtained from Sonos by calling 800.680.2345 toll free. Sonos must receive the returned item within fourteen (14) days after a RMA number has been issued. An assigned RMA number is valid for 14 days only and will expire on the 15th day after the date of issuance, at which time any returned products will be refused.

- **Use the original Sonos boxes**

All products must be returned in the original packaging with all contents included. Please ensure that any previous shipping labels or other markings have been removed or covered completely. Please note that failure to return all items included with your product, or returning the product without the manufacturer packaging may result in the product(s) being shipped back to you at your own expense.

- **Use a Sonos prepaid returns electronic shipping label**

To ensure successful delivery, ship returned products using the prepaid returns shipping label emailed to you by Sonos. Sonos will not be responsible for returned products sent using an alternate carrier or shipping label. It is the sender's responsibility to retain a copy of the shipping label with the applicable tracking number signed by an agent of the carrier as proof that the possession of the returned product shipment was transferred to the carrier. You have 14 days from the date of RMA request to return your original product.

- **Email your return shipment tracking number to [support@sonos.com](mailto:support@sonos.com)**

Please include "Shipment Notification: RMA# (please include your RMA# here)" in the email subject line and the returns shipment tracking number and the time of pick-up in the email body.

- **Receive your refund**

Once the return is received and verified to meet all of the above conditions, please allow 10-15 business days from the date of receipt for the credit to appear on your account. Credit will be issued to the payment method or credit card used for your original purchase only. Sonos will not refund original or return shipping costs or duties.

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.