

## Warranty Information

### Warranty Process:

#### For products purchased

- **Within the US or Canada from an authorized reseller (see [here](#) for a list of authorized resellers)**
- **From [www.meelec.com](http://www.meelec.com)**
- **From the MEElectronics store at [Amazon.co.uk](https://www.amazon.co.uk)**

To obtain a repair or replacement under the terms of this warranty, please contact our customer service group at [warranty@meelec.com](mailto:warranty@meelec.com). Please explain the issue you are experiencing, the [troubleshooting steps](#) you have performed, and provide an electronic copy of your receipt (or via fax to 909.494.3760), which reflects that you are the original purchaser, the product was bought from an [authorized MEElectronics retailer](#), and the product is still within warranty. This information will help us quickly assess your situation and offer a solution as we strive to provide the best customer service experience. We will try to make it as easy as possible.

If your claim is warrantable, a return merchandise authorization number (RMA#) and address will be issued to return the defective product to MEElectronics. When shipping your product back, unless otherwise instructed, please ship only the earphone/headphone without accessories. Make sure you include the RMA# on the package for prompt service, and it is advised that you use a tracked, insured method as MEElectronics is not responsible for products that are not received. Freight collect shipments will be refused.

Once we receive your product, it will be evaluated against your claim, and if it is determined your product is warrantable, we will ship you a replacement. If the product is not warrantable, we will request payment to ship the product back to you.

#### For products purchased from:

- **International retailers or distributors**
- **Unauthorized resellers (see [authorized resellers](#))**

Please contact your retailer/distributor for warranty service.

### 1 Year Limited Warranty:

#### All headphone and earphone models except for M2, M2P, SX-31, SX-31P, and all Bluetooth wireless products

MEElectronics warrants for 1 year to the original retail purchaser that the earphones shall be free against defects in materials or workmanship in the earphone external shell or in its earphone internal components for a period specified above, from the

date of purchase. If this product proves defective in either material or workmanship, MEElectronics, at its option, will (a) repair the product, or (b) replace the product, at no charge for parts or labor. If the product model is no longer available and cannot be repaired effectively or replaced with an identical model, MEElectronics at its sole option may replace the unit with a current model of equal or greater value.

### **Bluetooth wireless headphones and earphones**

MEElectronics warrants for 1 year to the original retail purchaser that the headphones shall be free against defects in materials or workmanship. Limitations to this warranty include cosmetic damage, broken hinges, water damage, and battery performance. Shipping the unit in for repair/replacement is the responsibility of the end user. If this product proves defective in either material or workmanship, MEElectronics, at its option, will (a) repair the product, or (b) replace the product, at no charge for parts or labor. If the product model is no longer available and cannot be repaired effectively or replaced with an identical model, MEElectronics at its sole option may replace the unit with a current model of equal or greater value.

### **90 Day Limited Warranty:**

#### **M2, M2P, SX-31 and SX-31P**

MEElectronics warrants for 90 days to the original retail purchaser that the earphones shall be free against defects in materials or workmanship in the earphone external shell or in its earphone internal components for a period specified above, from the date of purchase. If this product proves defective in either material or workmanship, MEElectronics, at its option, will (a) repair the product, or (b) replace the product, at no charge for parts or labor. If the product model is no longer available and cannot be repaired effectively or replaced with an identical model, MEElectronics at its sole option may replace the unit with a current model of equal or greater value.

#### **All individually purchased cables and accessories**

MEElectronics warrants for 90 days to the original retail purchaser that the accessory shall be free against defects in materials or workmanship for a period specified above, from the date of purchase. If this product proves defective in either material or workmanship, MEElectronics, at its option, will (a) repair the product, or (b) replace the product, at no charge for parts or labor.

### **Limitations:**

- This limited warranty does not cover failure of the product resulting from misuse, abuse, accident, neglect, mishandling, or wear from ordinary use or environmental deterioration. Environmental deterioration includes exposure to moisture, extreme heat or cold, and sun damage.
- This limited warranty does not cover ear tips, accessories, batteries, or headphone cable.

- This limited warranty does not cover cosmetic damage.
- This limited warranty does not cover consequential damage to other components.
- This limited warranty does not cover signal reception problems and failures due to line power surge.
- This limited warranty is null and void for altered products.
- This limited warranty terminates if you sell or otherwise transfer this product to another party.

### **International Warranty Service**

(For MEElectronics products NOT purchased through [www.meelec.com](http://www.meelec.com)):

Please contact the retailer/distributor for warranty service.

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.