

# 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 Conditions under which the manufacturer's limited product warranty statement is no longer valid can be found below.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.