

SOUNDCORE SUPPORT

WARRANTY MANUAL

HAVING TROUBLE?

Don't rush to return it yet.

18-Month Warranty · Free Replacement · App Support

18-Month Warranty Support

Your coverage extends far beyond the standard 30-day return window.

18

MONTH WARRANTY

Even after 30 days, your coverage continues.
Confirmed quality issues handled under Soundcore warranty — up to 18 months from purchase.

WHAT THIS MEANS

- Even after 30 days, we are here.
- Quality issues handled under warranty — not just returns.
- Reach out directly in the app.

WHY IT MATTERS

- Support does not stop at setup.
- Help available after real use.
- Peace of mind beyond week one.
- One team handles everything.

BEYOND THE 30-DAY RETURN WINDOW · UP TO 18 MONTHS OF COVERAGE

REPLACEMENT, NOT MORE WAITING

Confirmed quality issue? We handle the replacement — no reorder needed.

CONFIRMED PRODUCT ISSUE

Quality issue verified with our team.
Warranty process begins immediately.
No extra steps required from you.

① ISSUE CONFIRMED

Quality problem verified
with our support team.
Process starts right away.

NO NEED TO REPURCHASE

You do not have to reorder
or restart the whole process.
We manage continuity for you.

② REPLACEMENT ARRANGED

Handled directly by Soundcore —
no extra steps or reordering
required from you.

SMOOTHER EXPERIENCE

We focus on fast resolution,
not paperwork or delays.
One clear path: issue to fix.

③ DELIVERED TO YOU

Replacement shipped directly.
One step, start to finish.
No repurchase needed.

ONE-STEP WARRANTY HELP · CONFIRMED ISSUES RESOLVED DIRECTLY

Dedicated Technical Support

Many issues are setup questions — often resolved in minutes.

"How do I use this feature?"

Engineers guide you 1-on-1.
Many issues resolved in minutes.



1-ON-1 GUIDANCE

Personal step-by-step support.
Fast, direct, and effective.

"Something seems wrong."

We diagnose before recommending.
Then guide the right next step.



QUICK DIAGNOSIS

Root cause identified first.
Right fix, not just a workaround.

"What if it is past 30 days?"

18-month warranty still applies.
No cutoff at the return window.



WARRANTY COVERAGE

Full support up to 18 months.
We are still here to help.

1-ON-1 GUIDANCE · QUICK DIAGNOSIS · 18-MONTH WARRANTY COVERAGE

START IN THE APP

Connect in the Soundcore APP and submit Help & Feedback — we take it from there.

1

Connect

Connect your Soundcore earbuds or headphones in the Soundcore APP.

2

Find Help

Tap the Help icon from the top-right corner of the device screen.

3

Submit

Submit Help & Feedback and describe the issue you are experiencing.

4

Get Support

Our team reviews your case and provides warranty or technical support.

We are here to help — support, guidance, and warranty service.