

Limited Product Warranty

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Westone World Headquarters



Mailing address:

Westone Laboratories, Inc.
P.O. Box 15100
Colorado Springs, CO 80935

Physical address:

2235 Executive Circle
Colorado Springs, CO 80906

General and Technical Assistance:

800/525-5071
Fax: 800/736-9576
Email: music@westone.com

Universal Products

Westone warrants this product to be free of defects in material or workmanship for a period of two (2) years from the date of original retail purchase. This warranty is available only to the original purchaser, and only if purchased from an authorized Westone distributor or reseller. If your product is found to be defective during the warranty period, Westone will, at its sole option, either repair the product or replace the product with a new or factory reconditioned or substantially equivalent model. This limited warranty does not apply to loss, theft, or any defects attributable to damage beyond the reasonable control of Westone including damage caused by abuse, misuse, misapplication or modifications performed by anyone other than Westone.

This warranty applies only to the external shell of the product, the internal components and cable. The carrying case, cleaning tool, any adapters and other included accessories are covered for 90 days. Ear tips are not covered by the warranty.

Repair/Replacement Warranty

This Limited Warranty shall apply to any repair, replacement part or replacement product for the remainder of the original warranty period or for ninety (90) days, whichever period of time is greater. Any parts or product replaced under warranty will become the property of Westone.

REQUESTING WARRANTY SUPPORT

If your product is not functioning properly, first ensure that the sound bore is not blocked by earwax and that the unit is completely dry. Performing these simple troubleshooting steps could solve the problem and eliminate the need for factory service.

Valid warranty claims are generally processed through the point of purchase during the first thirty (30) days after retail purchase.

United States & Canada

If it is necessary to return your product to Westone for warranty or post-warranty service, contact Westone to request a return merchandise authorization (RMA) number. You may call 1-800-525-5071 or go to <http://www.westoneaudio.com/index.php/support/returns.html> to submit a Product Return Request Form. Please note you will be required to submit reasonable proof of purchase date, ownership, and that the product was purchased from an authorized Westone retailer. Once you receive your RMA number, package the product securely to prevent damage in transit, include the documentation, and send prepaid and insured through a trackable shipping carrier to:

Westone Laboratories, Inc.
Attn: Music Returns Dept.
2260 Executive Circle
Colorado Springs, CO 80906
USA

Westone will be responsible for shipping to the consumer after repair/replacement only. The customer is responsible for all shipping/handling charges related to returning the product to Westone.

International

The warranty on this product if it is sold to a consumer outside of the United States and Canada shall comply with applicable law. To obtain warranty service, contact the dealer from which you purchased or the distributor that supplied this product. Additional charges and limitations may apply. [International Dealer List](#)

If purchased through an authorized Westone retailer, but not through the local distributor or distributor's network, contact Westone directly (see United States & Canada instructions above).

If purchased in an international location without a Westone distributor, contact Westone directly (see United States & Canada instructions above).

Limitation of Liability

Westone disclaims any and all implied warranties, warranties of merchantability and fitness for a particular purpose to the maximum extent permissible by law. Westone shall not be liable for any special, incidental or consequential damages caused by the use, misuse, or inability to use this product. If purchased under a government contract, those contract terms supersede terms stated herein. In some locations, implied warranties cannot be limited. Under certain conditions, these limitations or exclusions may therefore not apply to you. This warranty replaces all other warranties for this product.

Custom Products

Westone warrants this product to be free of defects in material or workmanship for a period of two (2) years from the date of original retail purchase. If the product components are found to be defective during the warranty period, Westone will, at its sole option, either repair or replace the defective components. This warranty does not apply to any defects attributable to damage beyond the reasonable control of Westone including damage caused by abuse, misuse, misapplication or modifications performed by anyone other than Westone.

The warranty period for fit of custom monitors is ninety days from the date of original purchase. Westone will adjust or remake the monitors to resolve fit issues during this warranty period.

Requesting a Warranty Repair

If your product is not functioning properly, first ensure that the sound bore is not blocked by earwax and that the unit is completely dry. Performing these simple troubleshooting steps could solve the problem and eliminate the need for a repair. If it is necessary to return your product for warranty or post-warranty service, please return the product to the retailer and include a description of the problem.

Limitation of Liability

Westone disclaims any and all implied warranties, warranties of merchantability and fitness for a particular purpose to the maximum extent permissible by law. Westone shall not be liable for any special, incidental or consequential damages caused by the use, misuse, or inability to use this product. If purchased under a government contract, those contract terms supersede terms stated herein.

At Westone, we value your satisfaction.

If you have any questions, please contact us by email at music@westone.com or call 1-800-525-5071.

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.