



## WARRANTY INFORMATION

### WARRANTY PROCESS

#### ***For genuine MEE Audio products purchased in new, unopened, unaltered condition***

- From authorized resellers in the USA (see [here](#) for a list of authorized resellers)
- From MEEaudio.com or the MEE audio eBay store

*To obtain a repair or replacement under the terms of this warranty for products purchased within the US, please submit a warranty request [here](#). Please visit our Support Center prior to opening a new case to make sure that your issue cannot be resolved by troubleshooting steps.*

*Valid proof of purchase clearly showing the original purchase date, product name and/or model number, and place of purchase is required for warranty service. MEE audio reserves the right to verify the validity of submitted documents with the reseller. You may also be asked to provide the product serial number, where applicable.*

*If your claim is warrantable, a return merchandise authorization number (RMA#) and printable shipping label will be issued to return the defective product to MEE audio. Postage is pre-paid by MEE audio when an item is defective upon arrival (i.e. DOA) due to a manufacturing error EXCEPT when the requested shipping address is located outside the original country of purchase.*

#### **For products purchased**

- From authorized international retailers or distributors (see [authorized resellers](#))

*Please contact the reseller or distributor for warranty terms and service. If you are unable to obtain service for your MEE audio product, we will honor the manufacturer's warranty; however, only postage via standard air mail is provided as complimentary shipping for international warranty claims. This shipping service may not be used for countries with unacceptable international mail delivery rates\*. Other shipping services through private carriers such as DHL and FedEx are available at additional cost.*

*When shipping your product in for warranty service, please ship only the earphone/headphone without accessories unless otherwise instructed. It is advised that you use a tracked, insured method as MEE audio 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. If the 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.

*\*Countries in which standard air mail may not be used: India, Russia, Madagascar*

#### **For products purchased**

- From unauthorized resellers (see [authorized resellers](#))
- In used, open-box, or refurbished condition OTHER than from the MEE audio eBay store

*Please contact the reseller for warranty terms and service.*

#### **Types of Warranty**

- 1 Year Limited Warranty
- 2 Year Limited Warranty
- 90 Day Limited Warranty

#### **1 Year Limited Warranty**

*Applies to: all headphone and earphone models*

MEE warrants for 1 year to the original retail purchaser that the product shall be free of defects in materials or workmanship for a period specified above, from the date of purchase. If this product proves defective in either materials or workmanship, MEE audio, 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, MEE audio at its sole option may replace the unit with a current model of equal or greater value.

#### **2 Year Limited Warranty**

*Applies to: Pinnacle P1 earphones*

MEE audio warrants for 2 years to the original retail purchaser that the product shall be free of defects in materials or workmanship for a period specified above, from the date of purchase. If this product proves defective in either materials or workmanship, MEE audio, 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, MEE audio at its sole option may replace the unit with a current model of equal or greater value.

## **90 Day Limited Warranty:**

*Any refurbished items purchased from the MEE audio store on eBay*

MEE audio warrants for 90 days to the original retail purchaser that the any refurbished items purchased through our [eBay store](#) shall be free of defects in materials or workmanship for a period specified above, from the date of purchase. If this product proves defective in either materials or workmanship, MEE audio, 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, MEE audio at its sole option may replace the unit with a current model of equal or greater value.

*All individually purchased cables and accessories*

MEE audio 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 materials or workmanship, MEE audio, at its option, will (a) repair the product, or (b) replace the product, at no charge for parts or labor.

## **CONTACT US**

### **CUSTOMER SUPPORT**

Answers to common questions and product troubleshooting help can be found in our [support center](#).

Product user manuals can be found on our [user manuals](#) page.

#### **Still have questions?**

**Email:** [support@MEEaudio.com](mailto:support@MEEaudio.com)

**Phone:** [626 965 1008](tel:6269651008)

**Fax:** [909 494 3760](tel:9094943760)

**Hours:** 9:00AM ~ 6:00PM (PST)

**Monday through Friday (except holidays)**

When contacting us for customer service, technical support, or warranty for product issues, please include: Order number and copy of receipt, model number, specific issue, media device used, and any other relevant information. If you do not see an email response, please check your spam folder.