



JBL Warranty Information

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The limited warranty begins on the original date of purchase, and is valid only on products purchased from authorized resellers in the United States and used in the United States.

Warranty Period: Home Audio, Portables, Headphones

One year (except non-powered speakers, which are covered for five years)

Warranty Period: Car Audio, Marine, Powersports

One year (except Stadium Series speakers, which are covered for three years)

NOTE: Warranty coverage can differ by model, please refer to the warranty card included with your product to check your coverage.

What is covered by the JBL warranty?

Unless a different warranty period is stated in the Warranty Card provided with your JBL product, JBL warrants for a period of 1 year (5 years for any non-powered speakers) from the date of retail purchase by the original end-use purchaser, that this product, when delivered to you in new condition, in original packaging, from a JBL authorized reseller and used in normal conditions, is free from any defects in manufacturing, materials and workmanship. Refer to the Warranty Card provided with your JBL product for specific details including what is not covered along with other terms and conditions.

During the warranty period, the product or components will be repaired or replaced at JBL's option, without charge for either parts or labor. Alternatively, JBL may decide at their sole discretion to refund the pro-rated portion of the original purchase price based on the remaining balance of the warranty period.



Any warranty service or replacement that is performed will not extend the original warranty period.

What is not covered by this warranty?

This limited warranty does not cover damage or failures that are a result of:

- Damage caused by accident, unreasonable use or neglect (including the lack of reasonable and necessary maintenance)
- Damage to, or deterioration of, any accessory or decorative surface
- Damage resulting from failure to follow instructions contained in the owner's manual.
- Damage resulting from the performance of repairs by someone other than an authorized JBL service center
- Deterioration of component parts, the nature of which is to become worn or depleted with use such as batteries and headphone ear pads

How to obtain warranty service?

Before requesting a replacement, you may read through [our support materials and FAQs](#). If your questions are not answered, please [reach out to our experts](#) for personal assistance and troubleshooting. If you still need to replace your product, please follow these steps:

1. Have your purchase receipt or order confirmation handy
2. Please visit our support section at <https://www.jbl.com/support-warranty.html> to fill out the warranty exchange form.

Was this helpful?





Can't find what you're looking for?

NEW



Ask a Product Expert

Get help with questions about product features, set-up and troubleshooting.

IMPORTANT: Product Experts cannot help with warranty, refund or order-related issues.

Always Available.

Start



Call Us

Talk to a support agent
Call us now at: [\(800\) 336-4525](tel:8003364525)

Mon - Fri: 9:00 am - 11:00 pm (ET)
Sat - Sun: 9:00 am - 5:00 pm (ET)



Chat With Us

Mon - Fri: 9:00 am - 11:00 pm (ET)
Sat - Sun: 9:00 am - 5:00 pm (ET)

Our friendly support agents are ready to help you in real time. Chat with them today.

Start chat