

# Warranty

---

## AN IMPORTANT MESSAGE TO OUR CUSTOMERS:

### Monster Authorized Dealer and Warranty Statement

Monster is firmly committed to providing our customers with best in class, reliable products through authorized dealers. *Our policy is to honor product warranties and to perform services only on products purchased from an authorized Monster dealer and only accompanied by a receipt or proof of purchase.* If you purchase a Monster product from an unauthorized dealer or if the original factory serial number has been removed, defaced or altered, your Monster warranty will not be valid.

If you return an item to Monster for replacement, and that item is verified as either counterfeit or a product not manufactured by Monster, you will be notified via e-mail or phone with instructions for retrieving your item. You will have a maximum of 3 business days to request that the item be shipped back to you at your cost. This cost will be a shipping and handling fee of \$50. Shipments are sent via FedEx only.

Unfortunately, there are some websites and dealers who claim to be authorized Monster resellers but are not. Products sold on these websites or from these dealers do not carry a warranty from Monster. When you purchase products from an unauthorized website or dealer you are taking a risk, because these products may be counterfeit, used, defective, or may not be designed for use in your country. *Please protect yourself and your Monster product by ensuring that you only purchase Monster products from an Authorized Monster Dealer.*

If you purchased a counterfeit product with a credit card, you may wish to contact your credit card company and dispute the charge. Monster Cable Products, Inc. will provide you with an email or letter identifying your product as a counterfeit to assist you in this.

For warranty service, please call toll free (877) 800-8989, and we will guide you through the warranty service process.



Beginning November 25, 2015, Monster will provide, at no charge to you, an additional one (1) year of warranty protection for headphone and speaker products (except for Soundstage) purchased directly from Monster at [www.monsterproducts.com](http://www.monsterproducts.com). This extended warranty does not apply to refurbished or blemished products, and all other warranty terms and conditions apply. Please refer to the warranty statement included with your product or located at [www.monsterproducts.com](http://www.monsterproducts.com), or call us toll-free at (877) 800-8989

Product	Warranty terms (US)	What is covered
	Check your owner's manual for specific warranty information and that a copy of the purchase receipt is required.	
Headphones	1 year (In the past Monster has produced headphones with 1 year, 3 year and lifetime warranties depending on the specific model)	Manufacturer Defects Turbine Pro Gold, Copper and Miles Davis headphones came with a 1 time physical damage replacement warranty.
Speakers	1 year (For all current models. In the past Monster has produced speakers with 1, 2 and 5 year warranties depending on the specific model)	Manufacturer Defects
Cables	Nearly all Monster cables include a lifetime warranty. However the 8pin Lightning cables come with a 1 year warranty.	Manufacturer Defects
Power	Model dependent (5 year product warranty or lifetime)  Most models also include a Connected Equipment Guarantee. The CEG is 5 years from the date of purchase for all models.	Manufacturer Defects  Connected Equipment Guarantee
Mobility / Chargers / Adapters	1 year, 3 years, and Lifetime depending on product or model	Manufacturer Defects
ScreenClean	Lifetime	Manufacturer Defects

**Discontinued Item Returned** - If the item you returned is discontinued and is no longer available, Monster will automatically replace your item with the most comparable item currently manufactured. If nothing is available, we will notify you to discuss the next steps.

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.