

Process note on how to avail warranty for Creative products

- The limited warranty for the Product is for twelve (12) months from the date purchase.
- The customer must provide proof of original purchase of the Product by a dated itemized receipt to be eligible for this limited warranty.

- The limited warranty does not apply to:
 - a. Consumable parts, such as batteries or protective coatings that, due to their nature, tend to diminish over time, unless failure has occurred due to a defect in materials or workmanship;
 - b. Damage caused by normal wear and tear, abnormal use or conditions, misuse, neglect, abuse, accident, improper handling or storage, defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, including without limitation, software changes, or modification in any way by someone other than Creative or its authorised service centres, improper use of any electrical source, undue physical or electrical stress, operator error, non-compliance with instructions or other acts which are not the fault of Creative, including damage or loss during shipment or transit.
 - c. Damage from external causes such as floods, storms, fires, sand, dirt, earthquakes, an Act of God, exposure to sunlight, weather, moisture, heat, vibration or corrosive environments, electrical surges, battery leakage, theft, or damage caused by the connection to other products not recommended for interconnection.
 - d. Damage or loss of data due to (i) interoperability with either or both current and future versions of operating systems or other current or future software and hardware, (ii) a computer virus, worm, spyware, Trojan horse or memory content corruption, or (iii) malfunction or defect of the Product.
 - e. Counterfeit products/parts or any accompanying products/parts that are incompatible with the Product.
 - f. Any Product that: (i) has had its serial number altered, defaced or removed; (ii) shows evidence of tampering; (iii) mismatched board serial numbers; or (iv) has non-conforming or non-Creative housing or casing.
 - g. Any accessories including but not limited to disposable alkaline batteries, removable fuses, screen protectors, plugs and pouches.