Beats product service and warranty

Service or repair

When you send your product to us, we'll verify what kind of service it needs. We'll either repair it or replace it with a product that's new or equivalent to new in both performance and reliability. If your product needs a different service than the one you requested, we'll contact you with more information.

Start a repair request

Battery service

Batteries are consumable parts that sometimes fail because of a defect or because they wear out through normal use. If your product fails because of a manufacturing defect in the battery and it's still covered by the Apple One Year Limited Warranty or consumer law, we'll either repair your product or replace it. If your product was damaged accidentally or needs other repairs, you might need to pay an additional fee for service. Learn more about battery service.

How long will it take?

Service through Apple takes approximately 3 – 10 business days from when you send us your product. If you get service through your local Apple Authorized Service Provider, ask them for details.

What does repair service cost?

Our service fees depend on your product and coverage under warranty:

- Service for a manufacturing defect covered under the Apple One Year Limited Warranty or consumer law has no repair charge.
- Out-of-warranty service, including repair service for accidental damage, might be available for your product as described below.

In certain rare cases, if we examine your product and determine that it doesn't require service, we may charge you a diagnostic fee.

Out-of-warranty service

If your product was damaged or your repair isn't covered by the Apple Limited Warranty or consumer law, you might be able to repair or replace it for an out-of-warranty fee. Some damages aren't eligible for out-of-warranty service at all; for example, if your device broke into multiple pieces. Apple reserves the right to determine whether your product is eligible. See the Apple Repair Terms and Conditions for complete details.
If you don't see your product listed, contact Apple for additional help.

Headphones:

Product	Fee	Shipping
Beats EP	$79	$6.95
Executive	$199	$6.95
Mixr	$129	$6.95
Pro	$199	$6.95
Solo	$99	$6.95
Solo^{2}	$99	$6.95
Solo^{2} Wireless	$129	$6.95
Solo^{3} Wireless	$129	$6.95
Studio	$149	$6.95
Studio 2	$149	$6.95
Studio 2 Wireless	$199	$6.95
Studio^{3} Wireless	$199	$6.95

Earphones:

Product	Fee	Shipping
Beats^{x}	$79	$6.95
Heartbeats 2	$59	$6.95
Powerbeats	$59	$6.95
Powerbeats^{2} Wireless	$99	$6.95
Powerbeats^{3} Wireless	$99	$6.95
Tour, Tour^{2}	$59	$6.95
urBeats 2	$59	$6.95
urBeats^{3}	$59	$6.95

Speakers:

Product	Fee	Shipping
Beatbox	$179	$29.95

Pill	$119	$6.95
Pill 2	$119	$6.95
Pill+	$119	$6.95
Pill XL	Beats Pill XL Recall Program	

Battery service

If your product's battery won't hold a charge and it's no longer covered by the Apple Limited Warranty or consumer law, we'll replace your product for a service fee as follows:

Product	Fee	Shipping
Beats[x]	$59	$6.95
Pill	$79	$6.95
Pill 2	$79	$6.95
Pill+	$79	$6.95
Pill XL	Beats Pill XL Recall Program	
Powerbeats[2] Wireless	$79	$6.95
Powerbeats[3] Wireless	$79	$6.95
Solo[2] Wireless	$79	$6.95
Solo[3] Wireless	$79	$6.95
Studio 2	$79	$6.95
Studio 2 Wireless	$79	$6.95
Studio[3] Wireless	$79	$6.95

All fees are in USD and exclude local tax and shipping. Pricing is for service through Apple. Pricing and terms might be different for service through an Apple Authorized Service Provider. Out-of-warranty pricing varies for Beats accessories such as cables and cords. Contact Apple for more information.

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.