

## Audeze Warranty

All Audeze LLC Product is under warranty as indicated by the original date of purchase (the “Warranty Period”) only if purchased from an Audeze Authorized Dealer.

Components (applicable to each Audeze LLC Product) are warranted to be free of manufacturing defects for the specified warranty period, Except in the EU and UK, where minimum warranty may be longer, or anywhere else as mandated by local laws:

Planar Drivers ..... 3 years, except Mobius, Penrose, Maxwell, MM-100 and FILTER which are 1 year

Parts & Labor ..... 1 year

Cable(s) ..... 1 year

**What’s covered:** Audeze LLC warrants to the original purchaser that the Audeze Product will be free of defects related to manufacturing, parts, materials, and workmanship under normal and accepted use in accordance with Audeze’s published guidelines. Audeze’s guidelines include, but are not limited to, information contained in technical specifications, user manuals and service communications.

**What’s not covered:** This warranty does not cover defects resulting from improper or unreasonable use or maintenance; cosmetic damage, including but not limited to scratches, dents and broken parts; failure to follow operating instructions; accident; excess moisture; excess temperature; power surges; connections to improper voltage supply; unauthorized alteration or modification of original condition; damage caused by use with non-Audeze products; products purchased from unauthorized dealers; or defects incurred during transportation for which claims must be presented to the carrier.

All consumables parts, including headband straps/cushions, eartips, earlocks, earhooks, and batteries are not covered. Contact Audeze or one of its agents for replacements.

**What we will do:** We will, at our sole discretion and to the extent permitted by law, **repair or replace** (using new or refurbished Audeze LLC Products) Audeze LLC Products that are under warranty for the period listed above, from the date of original retail purchase.

**What we will not do:** Except as stated below, pay shipping, insurance or transportation charges from you to us, or any import fees, duties and taxes. If the Audeze LLC Product is covered by this warranty and is provided to us within the first 30 days of the Warranty Period, then we will send a pre-paid shipping label.

If the Audeze LLC Product you send to us is not covered by this warranty, you will be charged the shipping costs. If you are outside the USA and purchased this product directly from Audeze LLC you must claim your warranty service from Audeze, not from a foreign dealer or distributor.

**Warranty eligibility statement:** To be eligible for service under this warranty you must include with the repair item(s) a valid bill of sale from an authorized Audeze LLC retailer detailing the following information:

Retailer’s name

Original date and proof of purchase payment in full

Model or SKU number of the product purchased

Serial number of the product purchased

## Additional Product Information and Limitations

**Warranty replacements:** Audeze LLC strives to improve the performance of our products, and therefore reserves the right to make changes to our design/specifications/ materials at any time without notification. Audeze LLC may, at its discretion, choose to replace the Audeze LLC Product completely with a new or remanufactured product. In the event of product obsolescence, a suitable replacement will be chosen based upon the features, the intended use (as determined by Audeze) and the retail price of the original Audeze LLC Product.

**Product:** All warranty replacements are guaranteed for 90 days or until the conclusion of the Warranty Period of the original Audeze LLC Product, whichever period is greater. Audeze LLC does not provide advance replacements for Audeze LLC Products.

**Determining authority:** Audeze LLC will be the final determining authority for all potential warranty claims for service and/or replacement.

### **How to claim warranty service**

- If you reside in the United States and purchased direct from Audeze LLC, email [support@audeze.com](mailto:support@audeze.com).
- If you reside in the United States and purchased from an authorized Audeze LLC dealer, contact your dealer or [support@audeze.com](mailto:support@audeze.com).
- If you are an international customer who has purchased through an authorized local dealer, contact your local dealer or distributor.
- If you are an international customer who purchased direct from Audeze LLC you must contact Audeze LLC at [support@audeze.com](mailto:support@audeze.com) for service and support. Any shipment back to Audeze LLC for repair will be at the expense of the customer.

You will need your serial number and proof of purchase to complete any RMA process.

## Other Conditions/Rights

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, AUDEZE LLC IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS; LOSS OF GOODWILL; LOSS OF, DAMAGE TO, COMPROMISE OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY.

THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS. SOME STATES IN THE USA OR OTHER COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. AUDEZE LLC DISCLAIMS ALL STATUTORY AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, TO THE EXTENT PERMITTED BY LAW. INsofar AS SUCH WARRANTIES CANNOT BE DISCLAIMED, AUDEZE LLC LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS EXPRESS WARRANTY AND, AT AUDEZE LLC'S OPTION, THE REPAIR OR REPLACEMENT SERVICES DESCRIBED HEREIN. SOME STATES (INCLUDING COUNTRIES AND PROVINCES) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY (OR CONDITION) MAY LAST, SO THE LIMITATION DESCRIBED ABOVE MAY NOT APPLY TO YOU.

Audeze LLC

<http://support.audeze.com>