

## Contents

Return & refund policy(Untied Kingdom) .....	2
What is return & refund policy .....	2
What do I need to do for the return & refund .....	2
How to file a return&refund .....	2
What is the procedure for the return&refund .....	2
How long does the return & refund take .....	2
How to exchange .....	3
What should I do if I received different units .....	3
What should I do if the headphone faulty when received .....	3
Return & refund policy(Australia) .....	4
What is return & refund policy .....	4
What do I need to do for the return & refund .....	4
How to file a return&refund .....	4
What is the procedure for the return&refund .....	4
How long does the return & refund take .....	4
How to exchange .....	5
What should I do if I received different units .....	5
What should I do if the headphone faulty when received .....	5

# **Return & refund policy(Untied Kingdom)**

## **What is return & refund policy**

Satisfaction is guaranteed on all Shokz Products purchased by consumers directly from the website [uk.shokz.com](http://uk.shokz.com). We want you to be thrilled, so if you're not satisfied with your purchase for any reason, simply return it at your expense within the 30-day trial period from the purchase date for a refund. Purchasing the headphones from other authorized resellers, we advise you to contact them for return and refund support.

## **What do I need to do for the return & refund**

If you are not satisfied with your purchase, you can ask for a return and refund which required to:

- a. Within 30 days from purchasing date
- b. Headphones in good condition for resale, with full package and all accessories
- c. The customer pays and delivers the return parcel to the appointed warehouse within 7 days.

## **How to file a return&refund**

Kindly contact our customer service team [here](#) or email [customer.service@shokz.com](mailto:customer.service@shokz.com) with your order number, or you can [log in](#) to your account to file a return&refund. We will handle your requirements within 2 business days.

## **What is the procedure for the return&refund**

If you are not satisfied with your purchase, you can ask for a return and refund, the process would be:

1. Contacting the customer service team to get return address;
2. Return your parcel with order number tags to the appointed warehouse and update tracking information;
3. Warehouse receives and inspects the parcel;
4. Refund will be fulfilled within 2 business days after all details confirmed.

## **How long does the return & refund take**

Generally, we will handle the requirements within 2-3 business days. After confirming the return parcel by the warehouse, the refund will be fulfilled within 2-3 business days.

## How to exchange

Due to the price difference, we only can support the colour exchange service. Kindly [contact us](#) to return the headphone at your expense for colour exchanging. If you would like to exchange the model, we advise you to file a return and refund for a quick handle. You can make another purchase with your favourite headphone at the same time. All return postage will be at your expense.

## What should I do if I received different units

If the headphone received differs from you ordered, we will recycle the units and resend the correct one for you. Please contact the customer service team [here](#) or email [customer.service@shokz.com](mailto:customer.service@shokz.com) with your order number and headphones photos.

## What should I do if the headphone faulty when received

If the headphone can't work properly at first. Please contact the customer service team [here](#) or email [customer.service@shokz.com](mailto:customer.service@shokz.com) with your order number and headphones photos or video.

# Return & refund policy(Australia)

## What is return & refund policy

Satisfaction is guaranteed on all Shokz Products purchased by consumers directly from the website [shokz.com.au](https://shokz.com.au). We want you to be thrilled, so if you're not satisfied with your purchase for any reason, simply return it at your expense within the 30-day trial period from the purchase date for a refund. Purchasing the headphones from other authorized resellers, we advise you to contact them for return and refund support.

## What do I need to do for the return & refund

If you are not satisfied with your purchase, you can ask for a return and refund which required to:

- a. Within 30 days from the date of purchase
- b. Complete package with all accessories
- c. In good condition and suitable for resale
- d. Postage paid by the customer and delivered to the designated warehouse

## How to file a return&refund

Kindly contact our customer service team [here](#) or email [customer.service@shokz.com](mailto:customer.service@shokz.com) with your order number, or you can [log in](#) to your account to file a return&refund. We will handle your requirements within 2 business days.

## What is the procedure for the return&refund

If you are not satisfied with your purchase, you can ask for a return and refund, the process would be:

1. Contacting the customer service team to get return address;
2. Return your parcel with order number tags to the appointed warehouse and update tracking information;
3. Warehouse receives and inspects the parcel;
4. Refund will be fulfilled within 5 business days after all details confirmed.

## How long does the return & refund take

Generally, we will handle the requirements within 2-3 business days. After confirming the return parcel by the warehouse, the refund will be fulfilled within 5 business days.

## How to exchange

Due to the price difference, we only can support the color exchange service. Kindly [contact us](#) to return the headphone at your expense for color exchanging. If you would like to exchange the model, we advise you to file a return and refund for a quick handle. You can make another purchase with your favorite headphone at the same time. All return postage will be at your expense.

## What should I do if I received different units

If the headphone received differs from you ordered, we will recycle the units and resend the correct one for you. Please contact the customer service team [here](#) or email [customer.service@shokz.com](mailto:customer.service@shokz.com) with your order number and headphones photos.

## What should I do if the headphone faulty when received

If the headphone can't work properly at first. Please contact the customer service team [here](#) or email [customer.service@shokz.com](mailto:customer.service@shokz.com) with your order number and headphones photos or video.