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Warranty Policy(United Kingdom)

What is warranty claim

Shokz(hereinafter referred to as "we" and "our") or authorized agents provides warranty service for all of our customers in the period specified on the package, against manufacturing defects for all of its authentic products from the date of purchase. You can apply for a warranty claim if your products cover the warranty period. Our customer service team will proceed with your claim in 2~3 business days. Generally, the warranty replacement will keep the same with the original products in model, size, and colour. If the model is discontinued, the replaced model will be provided by a similar or higher model.

The guarantee is provided in addition to the statutory warranty and that it does not affect any rights under the statutory warranty.

How long is the warranty period

The warranty period counts from the original purchase date, in correspondence with the warranty card in the package. It is only for the purchase of authorized dealers. We offer a two-year warranty on all headphones in most countries. China (including Hong Kong, Macao, and Taiwan) offers a one-year warranty.

What does the warranty cover

The warranty applies only to products originally purchased for end-user or given as gifts, not for any second-hand transaction. The warranty does not cover defects or damage arising from improper use and maintenance, normal wear and tear, commercial use, accident, and external causes. Unauthorised repair, modification, and customization for your product(s) could void the warranty. The warranty covers the claim of the headphones and charging cables, all of the free giveaways and accessories do not cover in the claim. The warranty service does not apply to the products purchased from any unauthorized channels.

What do I need for warranty claim

Serial number and proof of purchase are necessary for a warranty claim. If neither of these is available, we are sorry the warranty claim is unable to process.

Where can I find the serial number?

Starting with letter or digits, the serial number is printed on the packing box, warranty card and headphones with 12-14 digits number. You can try to find it on the following [location](#).

How about the headphone is a gift

If your headphone is a received gift, and unable to provide a valid proof of purchase, then your warranty period will be calculated from ninety(90) days after the manufacture date shown in the serial number.

How to apply for a warranty claim

You can submit a warranty claim [here](#) with your serial number and valid proof of purchase.

What is the procedure for warranty claim

To get fast and convenient supports locally, we advise you to contact the retailer from whom you purchased to validate a warranty claim during the first thirty(30) days after purchase. The period of time would be different depending on the retailer. For further supports, kindly [contact us](#) or email customer.service@shokz.com . If there is no local distributor in your countries, we will help you as much as possible based on the situation.

How long does the warranty claim take

Generally, the customer service team will respond to your claim within 2-3 business days. The warranty claims will be canceled if the customer service team doesn't receive your further reply within 15 business days. We advise you to file a new claim in accordance with your needs within the warranty period. If the warranty period has expired, the warranty service will not be provided.

How long will take to receive a replacement

After you submit your warranty claim, the customer service team will proceed with your claim within 2-3 business days. Processing time might be different according to the real situation.

How about the repair service

We do offer a two-year warranty in most countries. If you experience a manufacturer defect at

any point in the first two years, kindly apply for a [warranty claim](#) or [contact us](#). For further details you can email customer.service@shokz.com.

How to upgrade the model during the warranty process

The replacement(s) will be the same as the original one, including model, size, and colour. If the model is a discontinued one, we will offer the most similar or higher model with the original model based on the actual situation.

How about the replacement's warranty period

The warranty period of the replacements is based on local policy. If there is no relevant document, it will count in correspondence to the original model.

Shokz Limited Warranty Policy(Australia)

What is Shokz limited warranty?

In addition to the Australian statutory guarantees, Shokz Holding Limited (**Shokz**) provides a voluntary limited warranty against defects in materials and workmanship for all headphones purchased directly from shokz.com.au or our authorised sellers (**Shokz Warranty**).

How long is the warranty period?

The Shokz Warranty is valid for a period of 2-year from the date of the original retail purchase.

What does Shokz limited warranty cover?

The Shokz Warranty applies only to products originally purchased by customers in their capacity

as consumers defined by the Australian Consumer Law or given as gifts. It does not apply to products purchased for resale.

The Shokz Warranty covers manufacturer defects in materials and workmanship affecting the headphones, charging cable and wireless adapter. No other free giveaways or accessories are covered by the Shokz Warranty.

The Shokz Warranty does not apply to defects or damage arising in the following circumstances:

- Second-hand transactions
- Defects or damage caused by improper use or maintenance
- Normal wear and tear
- Commercial use
- Accidents or damage caused by any other external force or event
- Unauthorised repair, modification or customization of the product
- Products not purchased through Shokz' authorised website or authorised sellers.

What do I need for a warranty claim?

If you become aware of a fault or defect with your headphones, you must cease using the product and contact Shokz with a description of the fault or defect.

Serial number and proof of purchase are necessary for a warranty claim.

The proof of purchase you provide must be a valid tax invoice issued by Shokz or its authorised sellers. A valid invoice will usually contain the product model number, date of purchase and store name. Unfortunately, no warranty claims will be processed in the absence of a serial number and valid proof of purchase.

Where can I find the serial number?

A serial number (with 12-14 digits) may be printed on the packing box, warranty card and headphones. You can try to find it on the following [location](#).

What if the headphones are a gift?

If your headphones are received as a gift, and you are unable to provide a valid tax invoice, then your 2-year warranty period will be calculated from ninety (90) days after the manufacture date

shown in the serial number.

How do I apply for a warranty claim?

You can submit a warranty claim [here](#) with your serial number and valid proof of purchase.

What is the procedure for a warranty claim?

If you are making a claim within 30 days after purchasing your headphones, to get fast and convenient support locally, we recommend you contact the authorised seller from whom you purchased your headphones to process your warranty claim. When making a warranty claim with an authorised seller, you will still need to submit the product serial number and a valid proof of purchase. If you require further support, kindly [contact us](#) or email customer.service@shokz.com.

All Shokz Warranty claims must be submitted together with all required information within the 2-year warranty period.

After you submit your Shokz Warranty claim, our customer service team will use their best endeavours to respond to your claim within 2-3 business days and to resolve your warranty claim within a reasonable time. The amount of time that is considered reasonable will depend on the nature of the problem.

Your Shokz Warranty claim will be cancelled if the customer service team does not hear from you within a reasonable time of a request for further information. In this case, you may be required to file a new claim within the warranty period.

What happens with replacements?

Any replacement(s) will be the same as the headphones originally purchased, including model, size, and colour. If the model is a discontinued one, we will offer an equivalent or superior model to the original model.

The warranty period of the replacement product will be 2 years from the date the original product was purchased.

Australian Consumer Law

Our products come with guarantees that cannot be excluded under the Australian Consumer Law. Under the Australian consumer law, if a product fails to meet a guarantee, the remedy to which you are entitled depends on whether the failure to comply with the guarantee is major or minor.

- you are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage; you are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. When the problem is minor, the supplier can choose between providing a repair or offering the consumer a replacement or a refund.