

## **OFFICIAL SKULLCANDY WARRANTY POLICY**

Skullcandy provides a manufacturer's 2 year limited warranty against defects for all of its Products with the exception of power banks which has a 1-year limited warranty, and soft goods which may be eligible for an exchange, refund, or coupon code within 30 days of the original date of purchase. If a Product was purchased from the Skullcandy website or a Skullcandy authorized seller and, at the time of purchase, contained a manufacturing defect or had been damaged by improper care prior to the time of purchase, then Skullcandy in its sole discretion, will (i) repair, (ii) replace, or (iii) provide a Warranty Credit for the Product for use on the Skullcandy online store. The amount of the Warranty Credit shall be equal to the purchase price of the Product, but in no event shall the amount exceed Skullcandy's manufacturer suggested retail price ("MSRP"). Skullcandy reserves the right to inspect any Product subject to a warranty claim to determine, at its sole discretion, whether the claimed defect is a defect that is covered by the warranty. All Warranty Credits may be used toward the purchase of any Skullcandy Product available on the Skullcandy online store. Note that Skullcandy regularly changes the models, colorways, and styles of its Products and cannot guarantee the availability of an exact replacement for any Product. **SKULLCANDY DOES NOT ASSUME ANY LIABILITY FOR ANY INCIDENTAL, CONSEQUENTIAL OR INDIRECT DAMAGES UNDER THIS LIMITED WARRANTY.** Some U.S. States and international countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please note that because Skullcandy is unable to oversee or control the quality of its products sold by unauthorized sellers, Skullcandy's warranty is not available for products purchased from unauthorized sellers. Skullcandy's warranty extends only to products purchased from authorized sellers that are subject to Skullcandy's quality controls and have agreed to follow its quality controls.

All warranty claims must be processed through the Skullcandy website. Your warranty claim is under the sole discretion of Skullcandy and failure to follow the required procedures may cause your warranty claim to become void.

## **ADDITIONAL IMPORTANT WARRANTY INFORMATION**

- We are not responsible for items lost in transit. For this reason, we highly recommend getting a tracking number or delivery confirmation when shipping your package.
- A warranty claim must be submitted for each Product that is being sent in. If you are sending in more than three Products for warranty claims, please contact us for special instructions (proof of purchase may be required.) Failure to do so

can result in the voiding of any warranty claim over our limit of three and may prohibit future warranty claims.

- The Product you send to us becomes the possession of Skullcandy and will not be returned to you. For all discontinued/limited edition items or special requests, please contact us before returning your headphones.
- Product that you have had customized, whether by Skullcandy or another party, can be warrantied for a non-customized version of the product or a coupon code for equal value.

*Your warranty is under the sole discretion of Skullcandy and failure to follow the required procedures may void your warranty claim. Please allow 4 business days for your warranty claim to be processed from the time we receive your Product. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.*