

## **SENNEISER & SENNEISER DISTRIBUTED BRAND WARRANTIES**

The service policies and warranty statements on this page are relevant for all Sennheiser products and Sennheiser distributed brands purchased in the U.S. only. For other countries, please refer to our international service menu. Please note that certain items might be subject to different warranty and service conditions.

If you wish to discuss your individual service situation or submit a service inquiry, please contact us or submit your service request online.

Service and repairs covered by the manufacturer's warranty:

- \* Sennheiser products: 2 years
- \* Wired evolution products: 10 years
- \* Avionic products: 5 years (selective products 10 years)
- \* Neumann products: 1 year
- \* HHB: 1 year
- \* Klein and Hummel: 1 year
- \* Refurbished products: 90 days
- \* "Out of Warranty" replacements for telecom headsets carry a 1 year guarantee

For details, refer to the manufacturer specific Limited Product Warranty statements.

Applicable to all manufacturers represented by Sennheiser Electronic Corporation (SEC) are the following conditions:

Not covered by SEC's warranty are accessories, batteries and other consumables. The manufacturer's warranties are limited to physical defects in the materials, parts and workmanship used in making the product. Abnormal conditions, deliberate abuse and damage due to accidents, operator's error, or unauthorized service attempts are excluded from any warranty claims.

Under the warranty, SEC will repair, or at its discretion, replace the product at no charge, provided it is returned (postage paid, with proof of purchase from the original seller) to a Sennheiser Service Facility. Products should be returned in their original package, or otherwise suitably protected to avoid shipping damage. A valid, dated proof of purchase from an authorized Sennheiser dealer or reseller is necessary to establish the warranty period. The SEC Service Department shall be the sole and final authority to determine the validity of all warranty issues.

This Limited Product Warranty is SEC's only warranty, and the customer's only remedy concerning the product. All other representations, warranties or conditions, express or implied, written or oral, including any warranties of merchantability, fitness for a particular purpose, or non-infringement, are expressly excluded. As a result, except as set forth in the previous paragraphs, the product is sold "as-is" and the customer is assuming the entire risk as to the product's suitability for his needs, its quality and its performance.

Services and repairs not covered by Warranty

\* Current Products:

All repairs for current products will be charged according to the service repair pricing schedule. Please visit Sennheiser's website to download the price schedule for headphones. Repair prices will either be based on a flat fee for repair or replacement, or will be estimated depending on the product category. Repairs costing more than 50% of the retail price of the new product are deemed not economically repairable. It will be up to the customer to choose to continue with the repair, receive the product back unrepaired, or purchase a new product at 50% of suggested retail price.

\* 'Vintage', Collector's and Obsolete Equipment:

Service within customer approved maximum cost limits, otherwise an itemized estimate will be submitted for approval. The cost for a diagnostic estimate shall be \$35.00 and count toward the first hour of labor.

\* Payment Terms:

For customers with a current Sennheiser account, a Service Purchase Order shall be accepted for payment. All other settlements of service charges shall be through verified check, credit card debit (MC/Visa/Amex) or COD shipment.

\* Express Service (Warranty and Out-of-Warranty):

Sennheiser Electronic Corporation will strive to satisfy all service requests in the fastest manner possible. Arrangements may be negotiated separately with our Service Department in advance for extraordinary requests, such as express and on-site services.

\* Service Warranty:

SEC warrants all service repairs and replacements for 90 days from the date of return to their customer. This warranty specifically excludes unrelated additional defects or failures. Otherwise the some general provisions of the limited product warranties apply.

\* Shipping Address for Service:

**Sennheiser Electronic Corporation**  
**attn.: Service Department**  
**1 Enterprise Drive**  
**Old Lyme, CT 06371-1568**

**Tel: 860-434-9190 Fax: 860-434-1759**