



## HIFIMAN WARRANTY INFORMATION

### **What does this limited warranty cover?**

HIFIMAN warrants to the original purchaser that the product purchased will be free of defects related to manufacturing, parts, materials, and workmanship under normal and accepted use. Shipment of the defective item for repair under this warranty will be at the customer's own risk and expense.

### **What will we do to correct problems?**

HIFIMAN will either repair the product at no charge or offer a replacement, using new or refurbished replacement

### **How long does the coverage last?**

**Headphones** (Except HE6SE V1/HE1000 V2/HE1000 Stealth/HE1000SE/SUSVARA/Shangri-la Sr./Shangri-la Jr./HE-R10P/HE-R10D): 30-day refund and 1-year warranty

HE6SE V1/HE1000 Stealth: 30-day refund and 2-year warranty

HE1000 V2/HE1000SE/SUSVARA: 30-day refund and 3-year warranty

Shangri-la Sr./Shangri-la Jr.: 30-day refund and 5-year warranty (Tubes: 1-year warranty)

HE-R10P: 30-day refund and 3-year warranty (BlueMini: 1-year warranty)

HE-R10D: 30-day refund and 2-year warranty (BlueMini: 1-year warranty)

**Earphones** (Except RE1000/RE2000 Gold/Svanar Wireless): 30-day refund and 1-year warranty

RE2000 Gold: 30-day refund and 3-year warranty

RE1000: 30-day free re-fit, 1-year warranty

Svanar Wireless: 30-day refund and 1.5-year warranty

**Potable Players, Amplifiers:** 30-day refund and 1-year warranty

**Cables/Earpads come with headphones:** 1-year warranty

**Cables sold separately:** 30-day refund and 90 days replacement

**Other accessories:** 30-day refund and 90 days replacement

**Open-box/Refurbished units:** Same as brand new units

### **What does the warranty not cover?**

Guarantee service is available only in the region of original purchase from HIFIMAN official stores:

HIFIMAN official webstore, hifimanofficial (official eBay store), HIFIMAN (official Amazon store), HIFIMAN (official Newegg store) or authorized dealers.

This warranty does not cover:

- Any product not purchased from HIFIMAN or an Authorized Dealer.
- Commercial use of the product or usage other than recommended by HIFIMAN.
- Damage caused by accident, abuse, negligence, misuse, improper operation or failure to follow instructions contained in this manual.
- Any service or modification performed by an unauthorized person or company

The temporary or permanent affixing of any items supplied or not supplied by the manufacturer with any adhesive, fastener or the like.

Use of batteries, power supplies or any other sources of power not specifically recommended by the manufacturer.

Inadequate repair work performed by the end-user or any non-authorized repair center.

### **What do you have to do?**

To obtain warranty service, you must first contact us at [customerservice@hifiman.com](mailto:customerservice@hifiman.com) to determine the problem and the most appropriate solution for you.

All HIFIMAN customer-owned products being returned for warranty service must include a copy of the customer's receipt. Warranty approvals will not be granted if an original receipt or copy of a receipt is not enclosed.

Please enclose a note explaining the symptom or difficulties observed with the product's performance. Also, include a contact name, the street address for return shipping and a daytime phone number should HIFIMAN need to contact you regarding your repair.