



## WARRANTY AND RETURNS

### WARRANTY

Meze Audio guarantees their products against defects in materials or workmanship for a period of one (1) year (headphones and earphones), with 2 (two) years for Elite, Empyrean, Liric and RAI Penta and six (6) months for all accessories from the date of purchase from a Meze Audio authorized dealer. Meze Audio will repair or replace the product or parts at no charge. After the respective warranty expires, you are responsible for the repair, replacement part or replacement. This warranty does not cover other related costs and is independent from the seller's warranty policy, depending on the country.

This warranty does not cover cosmetic damage, acts of God, normal wear, and tear, accidents, misuse, commercial use, any modifications to the product, improper use or improper connection. Additionally, it doesn't cover purchase from an unauthorized dealer, attempted repair by anyone other than Meze Audio or other authorized person or unit.

This warranty does not cover products sold by unauthorized resellers, products sold as-is, open box, second hand, display models, or any other times in which the product may have been opened or used.

This warranty is also void if the product was damaged by a product that it was used with such as battery leak or electrical fault of a connecting product.

In order for the warranty to apply a proof of purchase is required. A proof of purchase may be in the form of a receipt, bill of sale, transaction code with the model of the product and the date of purchase listed from an authorized dealer.

The warranty is transferable, on the condition that the original proof of purchase is provided.

Meze Audio is not responsible for the replacement or repair of products if in violation of this warranty. Some countries may have other restrictions on warranties.

## RETURNS

In the event that you need warranty service on your earphones, earbuds or headphones or you are not satisfied with your purchase, please contact the Meze authorized dealer you made the purchase from or Meze Audio through the contact form on the website in case you purchased the item on the Meze Audio website. We are not responsible for items returned without previously contacting Meze Audio. If the product you received is defective from Meze Audio or when purchased through any other authorized dealer; you may request an exchange under our warranty policy.

## REFUND POLICY

Products purchased from our website can be returned within 30 days of purchase date. Item must be in functional condition and not damaged by the customer. The package and item must be without any visible damage, and complete with all accessories. To be eligible for a refund from Meze Audio the product must have been purchased directly from Meze Audio. If your product was purchased from other retailers you must contact that specific retailer.

The customer is also responsible to pay for shipping to return the merchandise. Original shipping cost will not be refunded.