

Warranty Program and Return Policy

Thank you for choosing ELEHEAR! We are committed to providing high-quality products and excellent after-sales service. Below are our warranty policy and return terms. Please read them carefully.

I. Warranty Policy

(A) Warranty Coverage and Duration

1. ELEHEAR provides a **one-year limited warranty** for products purchased through authorized channels. The warranty period begins on the **date of shipment** and lasts for **12 months** from that date.

product	Standard warranty period The standard warranty period for each product is clearly defined. Some models may come with an extended warranty. Please refer to the online product page or product invoice for details	
ELEHEAR-Beyond	ELEHEAR-Beyond	12 months

2. Warranty coverage

The warranty covers **manufacturing defects, material issues, or workmanship defects** under normal use, including but not limited to:

- The product cannot power on or function properly;
- Abnormal audio output;
- The battery cannot charge or has significantly shorter battery life than the standard;
- Software malfunctions (e.g., unable to connect to the app or firmware update failure).

3. Out of warranty

situations are **not covered** by the warranty, and consumers are responsible for repair or replacement costs:

- **Human damage:** Damage caused by accidental drops, liquid ingress, unauthorized disassembly, modification, or misuse;
- **Compatibility issues:** Damage caused by using third-party accessories not compatible with the product;
- **Force majeure:** Damage caused by natural disasters (e.g., floods, earthquakes, fires) or government actions (e.g., war, bans);
- **Normal wear and tear:** Natural degradation from prolonged use (e.g., reduced battery capacity, aging ear tips);
- **Unauthorized purchases:** Products purchased through unauthorized channels;
- **Component damage:** During the one-year limited warranty, if product components (e.g., charging cable, ear tips) are damaged, consumers are responsible for repair costs.

(B)Warranty Process

1. Warranty application submission

To submit a warranty claim, consumers must provide the following information:

- Order number or proof of purchase;
- Product serial number;
- Description of the issue and relevant photos;
- Contact information and address.

2. Review and processing

ELEHEAR will review the warranty claim within 5 business days and contact the consumer via email or phone to confirm the issue and the resolution.

3. Product repair or replacement

If the product meets the warranty conditions, ELEHEAR will provide the following solutions:

- Provide factory refurbished models of equal value for replacement (if available);
- If there is no stock, repair will be completed within 30 working days
- Otherwise, brand new goods will be delivered;
- If it cannot be repaired, refund according to the proportion of the remaining warranty period of the product (calculation formula: original price × remaining warranty days /365).

Warranty period for replacement goods:

- Extend the remaining warranty period of the original product;
- If the remaining warranty period is less than 45 days, it will be extended to 45 days;
- The warranty will expire after the product is fully refunded.

4. Transportation costs

- For warranty claims of quality problems, ELEHEAR will bear the cost of round-trip transportation of products (this clause only applies to products purchased in the country of origin);
- For non-quality warranty claims, consumers must bear the full cost of transportation.
 - Return goods for any reason other than a proven defect;
 - Warranty claims for items purchased outside the original country of purchase;
 - Unexpected return by the buyer;
 - Return of personal belongings;
 - Return products claimed to be defective but found to be in working condition by ELEHAER quality control;
 - Return of defective items in international transport;
 - Costs associated with unauthorized returns (returns of any unapproved warranty procedures).

(C)Warranty restrictions

1. Warranty area restriction

ELEHEAR limited warranty applies only to the country of purchase. If the product is taken from the original country of purchase or shipped directly to another country from an authorized online purchase channel, the limited warranty is void.

2. Warranty period limit

a. Warranty claim period:

- If you find a defect in your product and file a warranty claim, you must complete the process within 45 days of opening the warranty claim. If more than 45 days have passed, or if the product has exceeded the original warranty period (whichever is older), ELEHEAR will no longer accept warranty claims.

b. Requirements for returning goods:

- If ELEHEAR asks you to return defective goods, you must return products that are exactly the same as the defective goods. If the returned item does not match the defective

item, or if you do not return the defective item, the replacement item will no longer be covered by the warranty.

3. **Non-warranty coverage:**

a. **The following circumstances are not covered by the warranty:**

- **Failure to provide valid proof of purchase:** failure to provide sufficient proof of purchase (such as order number, invoice, etc.);
- **Lost or stolen:** After the product is lost or stolen, the warranty cannot be applied;
Out of warranty: The product has exceeded the warranty period (usually 1 year);
- **Non-quality problems:** non-quality problems (such as appearance wear or normal wear and tear) that occur after 45 days of purchase;
- **Freebies and trial products:** freebies or trial products obtained through promotional activities;
- **Unauthorized repair:** The product has been repaired by a third party not authorized by ELEHEAR, or the use of uncertified repair parts;
- **External damage:** damage caused by external factors (such as impact, extrusion, fire, etc.);
- **Improper use:** damage caused by improper use (such as falling, water, exposure to extreme temperatures, improper operation of equipment, etc.);
- **Unauthorized channel purchases:** Products purchased through distributors or channels not authorized by ELEHEAR.

4. **Disclaimer**

ELEHEAR is not responsible for:

- a. **Data loss:** Data loss due to the use of ELEHEAR products;
- b. **Return of personal items:** The consumer mistakenly sends back personal items (such as non-Elehear products) upon return;
- c. **Transport responsibility:**
 - For returns caused by **quality problems**, if the consumer uses the prepaid freight label provided by ELEHEAR, ELEHEAR will assume the responsibility for damage or loss occurring during the transportation process;
 - For returns caused by **non-quality problems**, the consumer is responsible for damage or loss occurring during transportation, ELEHEAR does not provide refunds for items damaged during transportation due to non-quality related warranty claims.

II. Return and exchange policy

(A) 45-day No Reason Money Back guarantee

1. **Refund conditions**

- Undamaged products can be fully refunded within 45 days of purchase, regardless of the cause;
- Company purchase/bulk order (orders of more than 10 pieces) does not apply to this policy, may not be refundable, such orders may not be refundable, it is recommended to contact customer service;
- Returned goods must contain all items in the original package (including carrying case, charging case, charging cable, etc.) and all accessories, gifts, instructions and documents;
- Returned goods must not be damaged, scratched or defaced. Consumers should keep the product and packaging safe during possession. This clause shall not affect ELEHEAR liability for product or packaging damage caused by improper use by consumers;
- When returning goods, the return label provided by ELEHEAR must be accurately and clearly pasted;
- Packages should be returned to the correct address specified by ELEHEAR;
- If returned goods do not meet the above requirements, the return may be rejected for refund.

2. Refund process

- Consumers need to submit a return application on ELEHEAR official website, and provide the order number and the email address used at the time of purchase;
- ELEHEAR will record the operation process of consumers in the investigation of product problems in order to better understand the cause of failure;
- Returned goods must be sent within 7 days after receiving the return application, otherwise it may not be accepted;
- Returned goods should be returned to the address specified by ELEHEAR, with a return label;
- The refund will be returned to the consumer's payment account within 5-7 working days after the goods arrive at the ELEHEAR warehouse and the inspection is completed.

(B) Provisions on return and exchange of special promotional activities

1. "Buy one, get one free for \$0.99" promotion

- When returning a product purchased in the "Buy one get one Free for \$0.99" promotion, consumers must return two products;
- If only one product is returned, the refund amount will be the amount paid less the suggested retail price of the product of \$0.99.

2. Non-returnable items

- Any accessories (such as charging cases, earplugs, etc.) are non-refundable .

(C) Provisions on probation

1. **45 days trial period**

- 45-day trial period applies to hearing aid products purchased through ELEHEAR official website, other trial period provisions may vary by retailer;
- The 45-day trial period for each hearing aid model is only applicable once, and each model can only be returned once for a refund. This policy does not apply to in-store purchases or purchases made through retailers and partners;
- To receive a full refund, all additional accessories included with the purchase (such as carrying case, charging case, charging cable or "freebies") must be returned with the hearing aid.

2. **No Abuse policy**

- It is prohibited to return the same device model through multiple trials for the purpose of continuing to use the device without paying a fee, or to engage in any other form of fraudulent use. ELEHEAR reserves the right to take legal action against users who abuse the policy.

(D) Transportation expenses

1. **Quality problems:** ELEHEAR will bear the transportation cost for the return or replacement of the goods due to quality problems.
2. **Non-quality problems:** For returns and exchanges caused by non-quality problems, consumers should bear the transportation costs themselves.

(E) Refund time

The refund will be returned to the consumer payment account within 5-7 working days after the product arrives at the ELEHEAR warehouse and the inspection is completed.

III. Authorized dealers and distributors

(A) Official authorized sales channels

1. **ELEHEAR's official authorized sales channels include:**

Region	Official seller	Warranty covers purchases from
US	ELEHEAR.com : ELEHEAR Official Website	Online
US	amazon.com : ELEHEAR;	Online
US	Walmart.com :	Online
US	Soundly.com :	Online

US	Hears Hearing & Hearables:	Online
US	Bestbuy.com	Online

2. Warranty claims related to the quality of goods purchased through ELEHEAR authorized distributors and retailers such as Walmart, Best Buy, Soundly and Hears Hearing & Hearables are handled by ELEHEAR. **(Please check the list of authorized distributors and retailers)** to confirm the legitimacy of the purchase channel.

(B) Warranty restrictions on purchases made through unauthorized channels

1. Warranty restrictions

- Products purchased through unofficial authorized channels do not enjoy any free warranty service;
- If your purchase is not from ELEHEAR's official online store, please contact the retailer directly for a refund. For quality problems existing in the product, please refer to the following relevant terms to deal with.
- If you purchase ELEHEAR products through unofficial authorized channels (including but not limited to unauthorized third party websites, sellers or individuals), we will not be able to provide free warranty support. For repair services, you may have to pay a fee.

2. Purchase channel verification

- Consumers can verify the authorization status of the purchase channel by contacting ELEHEAR Customer Service team (email: support@elehear.com).

Iv. Other important notes

(A) Proof of purchase

To complete your warranty or return request, you may be required to provide one or more of the following proof of purchase:

- Order number for online purchase;
- Sales invoice;
- Sales receipts issued by authorized dealers with dates and product descriptions and prices;

Tip: Depending on the specific situation of the application, it may be necessary to provide additional transfer proof, receipt address confirmation information, etc.

(B) Contact information

For further information on warranty policies or return procedures, or if you have any questions, please contact ELEHEAR Customer Service team:

- Email: support@elehear.com

- Official website: ELEHEAR.com

(C) Effective and updated declaration

- This warranty policy and return terms are effective from the date of publication and apply to all ELEHEAR products. ELEHEAR reserves the right of final interpretation and amendment of this statement. If there is any update, we will notify you in time through the official website, Amazon Mall, APP and other channels.

(D) Application of law and dispute resolution

This warranty policy and return terms are governed by the laws of the United States. Any dispute arising from this policy shall first be settled through friendly negotiations. If the negotiation fails, it may be submitted to the court with jurisdiction in the place where ELEHEAR is located for litigation.