



Warranty Returns

If you discover what you believe is a product defect for any Sonos product, please contact Sonos Support at 800.680.2345 toll free. Our customer support personnel are available during support hours to assist you in diagnosing and fixing any problems you may encounter in the use of your Sonos product. In the event we cannot help you fix the problem over the phone, you may be entitled to a replacement product under the terms of Sonos' limited warranty. Replacement products may include refurbished Sonos products that have been recertified to conform with product specifications.

Warranty Coverage and Exclusions

The Sonos limited warranty covers defects in materials and workmanship in every Sonos product you purchase during the applicable warranty period, subject to certain exceptions. Sonos' warranty period is one year from the date we ship the applicable Sonos product to you, as determined by the date on the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product. Sonos may change the availability of limited warranties, at our discretion, but any changes we make will not be applied retroactively. For more detailed information related to the limited warranty, please refer to the license agreement in the supporting documentation that came with your product. Please note that we do not provide warranty coverage for:

Problems that result from external causes such as accident, abuse or misuse

Usage that is not in accordance with Sonos' product instructions

Products that are used outside of North America (i.e. U.S. and Canada)

Products with missing or altered serial numbers

Products which have had their housings opened or otherwise tampered with

Problems caused by using third party accessories, parts, or components

Sonos does not warrant that its products will operate without interruption or will be error-free, or that all errors may be corrected. Sonos' sole liability, and your sole remedy, for breach of the limited warranty will be repair or replacement of the applicable product, or, if neither of the foregoing are reasonably available, a refund of the amount you paid, less amounts attributed to your prior use.

Except as expressly set forth in the license agreement, Sonos makes no warranties, whether express, implied, statutory or otherwise, with respect to its products. Sonos and its suppliers hereby specifically disclaim all other express, statutory and implied warranties and conditions, including the implied warranties of merchantability, fitness for a particular purpose, non-infringement and the implied condition of satisfactory quality. Except as expressly stated in the license agreement, products are supplied on an "as is" basis without warranty. You assume all responsibilities for selection of a product to achieve your intended results, and for the installation and use of the product. Some jurisdictions do not allow a limitation on implied warranties, and so the foregoing disclaimer may not apply to you. In any event, any implied warranties that may exist under the laws of your jurisdiction are limited to the one (1) year period set forth in the limited warranty.