

WARRANTY SERVICE

We hope you're satisfied and happy with your order and B&O PLAY product. However, if you need your product repaired within 2-years of your purchase date, you can use our warranty portal below.

General Terms & Conditions

- The warranty is valid only upon presentation of the proof of purchase or copy hereof consisting of original invoice or sales slip indicating the date of purchase, model and serial no. of the product. B&O PLAY reserves the right to refuse warranty if this information has been removed or changed after the original purchase of the product.
- B&O PLAY's obligations are limited to repair of the defect or replacement of the defective part or at its discretion replacement of the product itself.
- Warranty repairs must be carried out by B&O PLAY.
- **Warranty claims shall be made through B&O PLAY's online return portal. To access the return portal and make a claim, simply click on your preferred language listed below.**

[English](#), [German](#), [Spanish](#), [Portuguese](#), [French](#), [Chinese \(Mandarin\)](#), [Danish](#)

The online return tool is available in the following countries:

Albania, Australia, Austria, Belgium, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, Indonesia, Ireland, Italy, Latvia, Lebanon, Lithuania, Luxembourg, Macau, Malaysia, Malta, Mexico, Monaco, Montenegro, Netherlands, Norway, Philippines, Poland, Portugal, Romania, Singapore, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, United States, Vietnam.

- Warranty services for countries not covered by the online return services must be directed to the place where the product was purchased or to an authorised B&O PLAY retailer according to applicable consumer laws
- The product will be picked up by UPS at the address stated in the ticket. When the product is received by B&O PLAY the product will be either repaired or if a repair is not possible a replacement product will be sent to the address stated in the ticket. All transport expenses will be paid for by B&O PLAY as part of the warranty.
- B&O PLAY shall not be liable for reimbursements, claims and damages that may result from the unauthorized repair of the product.
- Repair or replacement under the terms of this warranty does not provide right to extension or renewal of the warranty period. Repair or direct replacement of the product under the terms of this warranty may be full filled with functionally equivalent service exchange units.
- The warranty is not applicable to cases other than defects in material, design and workmanship.

The warranty does not cover the following:

- Periodic checks, maintenance, repair and replacement of parts due to normal wear and tear.
- Abuse or misuse, including but not solely limited to the failure to use this product for its normal purposes or in accordance with B&O PLAY's instructions on usage and maintenance.
- Defects resulting from usage of the product in conjunction with accessories that are not approved by B&O PLAY for use with this product.
- Failure of the product arising from incorrect installation or use not consistent with the instructions and technical or safety standards prescribed in the product user manual.

- Accidents, Acts of God, lightning, water, fire, public disturbances, improper ventilation, voltage fluctuations or any cause beyond the control of B&O PLAY.
- Unauthorized modifications carried out to the product in order to comply with local or international technical standards in countries for which this B&O PLAY product was not originally designed.
- Damage of the battery caused by overcharging or failure to use in accordance with the specific instructions of care outlined in the product user manual.
- The serial no. on the product has been altered, deleted, removed or made illegible.
- The batteries are charged by chargers other than those approved by B&O PLAY.
- Any of the seals on the battery enclosure or cells are broken or show evidence of tampering.

Terms and Conditions

- This warranty does not affect the consumers' statutory rights nor the consumers' rights against the dealer related to their purchase/sales agreement.
- This warranty is not transferable. This warranty will be the purchasers' sole and exclusive remedy and B&O PLAY shall not be liable for any incidental or consequential damages or breach of any express or implied warranty of this product. DISCLAIMER: B&O PLAY shall not be liable for the loss of any saved/stored data in products that are either repaired or replaced.
- The above policies are for warranty service and the customer will be responsible for any costs associated with non-warranty conditions. B&O PLAY reserves the right to make final decisions regarding problem determination and the appropriate service option. Please refer to your B&O PLAY Limited Warranty Statement for complete terms and conditions, as some models have other terms and conditions. Some limitations and restrictions apply and these programs are subject to change without prior notice.