



# About Returning & Exchanging Products with HeadRoom

## 30 Day Guaranty

Unless specifically stated otherwise, all HeadRoom purchases come with a 30-day satisfaction guaranty in order to give you the opportunity to evaluate your purchases. We're happy to provide you with the opportunity to refund or exchange your product, but to keep costs down we do have a few conditions.

Products must be returned to us within 30 days of the date you receive the product. So make sure you try your purchase out right away! Products must be in "as-new" condition. This means that they're in pristine cosmetic condition, functioning perfectly, and include ALL materials (plastic bags, warranty cards, tie wraps, etc). In other words, please send products back exactly as you received them. If a product is returned within the 30-day return period, but is not in "as-new" condition, we will charge you a 15% restocking fee plus any labor and materials required to return the product to "as-new" condition. Sorry, but after your 30 day trial, products are no longer exchangeable or refundable

If you're having trouble with a headphone amp or system, please contact us first to troubleshoot the problem. You can email Sales, (sales@headphone.com) or call 800.828.8184. If we can fix it while you've still got the product, everyone's happy!

## Equipment Exchanges

If you would like to exchange your purchase for another item, you have two options. You can simply purchase the item you want, and send the item you don't want back for refund within 30 days of the original purchase (don't forget to fill out the back of this card and include it with your return). We will refund your credit card after we receive the item. Or, you can send your product back as an exchange, and indicate the product you would like on the return card. We will adjust your credit card accordingly and ship you the new item. Replacement products are shipped to you as soon as possible, typically within 3-5 days provided the replacement item is in stock.

## Defective Equipment Exchanges

In the uncommon event of receiving a defective product, call us right away and we will ship out a replacement product to you at no cost as soon as possible, typically within 3-5 days provided the replacement item is in stock. You will receive the replacement item along with a return shipping label and a card to include with the defective item to return to HeadRoom. **Important: Fill in your name and original invoice number of your order on the card and return the item to HeadRoom within 2 weeks.** If we have not received the product after 2 weeks (allowing shipping time) we will charge your credit card the amount of the defective item. Please understand that we enforce this policy as an incentive for customers to get defective equipment back to us as soon as possible.

## Warranty Repairs & Non-Warranty Repairs/Upgrades

### Products Manufactured by Other companies, including headphones:

If you need headphones that you purchased from HeadRoom repaired or serviced and you are still within the 30 days from when you received the product, call us at 800.828.8184 and we will exchange or have the product repaired for you. (Refer to our section about exchanging defective equipment) If it has been more than 30 days since receiving the product, then you will need to contact the headphone manufacturer directly. Most companies have a warranty of at least 1 year on their products, visit our headphone manufacturer's web page to get warranty and contact information.

### HeadRoom Manufactured Products under warranty:

HeadRoom amps, carrying cases, cables, and additional accessories manufactured by HeadRoom in our factory all carry a warranty. Our Mobile (AirHead and BitHead), Micro, and Desktop lines carry a 2 year parts and labor product warranty. Our Home and Max lines carry a 5 year warranty. HeadRoom cables and HeadRoom carrying cases feature a limited lifetime warranty. If you have any problems with your headphone listening system, please first call us at 1-800-828-8184. We will try to diagnose the problem over the phone, which can save both of us considerable time, effort and money.

HeadRoom is the only authorized service center for HeadRoom products, either in or out of warranty. If a unit is under warranty, there is no cost for the repair labor, parts, or shipping from HeadRoom back to you (i.e., You're responsible for paying the shipping charges to get the product to us).

### Out of warranty repairs & Upgrades

Non warranty repairs are assessed at an hourly rate of \$50 per hour plus parts, and are only conducted on HeadRoom products. If the cost of the repair is over \$100, we will call you with an estimate. If you have an older HeadRoom amp that is out of production, we may not be able to repair the amp, however please contact us and we will let you know if we are able to. Upgrades are typically set on a flat fee calculated by labor and parts costs. When we receive the equipment, we will initiate repairs and upgrades within 1-2 weeks and return the unit to you. The customer pays for shipping to HeadRoom and we pay for return shipping.

**Questions? Please contact us at 800-828-8184, or 406-587-9466, or email us at sales@headphone.com**



# HeadRoom Return Authorization Form

(Please include a copy of your invoice)

## Customer Information

Name \_\_\_\_\_

Customer Number \_\_\_\_\_

Invoice Number \_\_\_\_\_

Date of Purchase: \_\_\_\_/\_\_\_\_/\_\_\_\_

## Shipping Information (for sending an exchange item to you)

Ship to: \_\_\_\_\_

Shipping Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

day time telephone \_\_\_\_\_

email \_\_\_\_\_

## Credit Information

credit card type \_\_\_\_\_ exp. date \_\_\_\_\_

credit card number \_\_\_\_\_

## Shipping Products back to HeadRoom

Please ship the product back in the original shipping box (or another that is comparable); please don't send headphones back in JUST the headphone box, as it's a sure bet that they will no longer be in "as-new" condition when we receive them! We HIGHLY recommend that you ship returns using an insured and "signature required" delivery method—we can't be responsible for lost or damaged packages. Finally, don't forget to include this completed card and WRITE YOUR NAME on the outside of the box!

## Product Information

Mark One:  Return  Repair  Exchange

Product(s): \_\_\_\_\_

Please **exchange** this product for: \_\_\_\_\_

If you need a product **repaired**, provide a brief description of the problem:

\_\_\_\_\_

If **returning** products, please state reason for return (internal purposes only):

\_\_\_\_\_

\_\_\_\_\_

Please return all items to:

HeadRoom  
Attn: Returns  
2020 Gilkerson Drive  
Bozeman, MT 59715

Contact Us:

Toll Free: 800-828-8184  
Phone: 406-587-9466  
Fax: 406-587-9484  
www.headphone.com