

Limited Warranty

The internal components are guaranteed for 12 months from the delivery date.

The warranty does not cover:

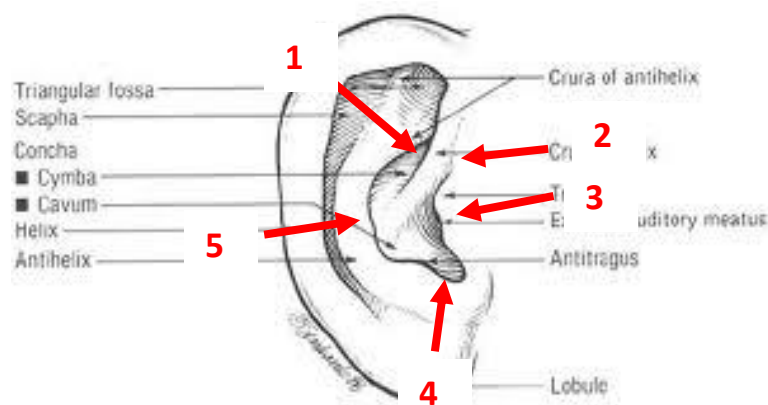
- Cable damages
- Damages caused by a misuse : problems due to liquid, broken shells, overload, excessive earwax, object introduced into the acoustic outlet, etc ...)

The fit (comfort and seal) is guaranteed 30 days. The ears are changing over time, especially with gain or loss of weight. It is therefore not possible to guarantee the fit over a prolonged period.

We are doing our best to produce in-ear monitors offering optimum sealing while maintaining maximum comfort. However as each ear is unique, it can happen that small touch-ups are to be redone.

It is necessary to contact us immediately in case of problem with your In-Ear Monitor, and give us a precise description, and always specify left / right. Here is a list of the most common problems:

- Sealing problem
- Pain upon insertion, or difficulty to insert
- Pain into the ear canal
- Pain on the outer part of the ear (please specify where according to the drawing) :



In case of problem:

1. Contact us immediately and describe the problem.
2. Send back your In-Ear Monitors (to your charge).