

## WARRANTY REPAIR & REPLACEMENT SERVICE INSTRUCTIONS:

Skullcandy will replace your product or part free of charge if your product or part has a manufacturing defect that is covered by the warranty below. At Skullcandy's discretion, Skullcandy will cover one side shipping cost.

1. BEFORE sending anything to Skullcandy, please contact our Customer Support Team by clicking <https://www.brandeyes.in/customer-support-warranty-policy/>. We are often able to solve the problem quickly via email.
2. Prepare a package to return to Skullcandy.

Returns that don't qualify for warranty coverage will be returned to customers. It is vital that you communicate with Skullcandy's Customer Support Team before sending in your return. Please contact us by clicking <https://www.brandeyes.in/customer-support-warranty-policy/>.

## SKULLCANDY WARRANTY:

Brand Eyes brings to the Indian consumer a bouquet of International Brands. The range of International Brand's products offered includes Headphones, Earphones and Wireless Bluetooth Speakers. Brand Eyes Distributors Pvt. Ltd. is India's unique multi-channel retailing company. It is founded by experienced professionals from specialist backgrounds. The company is headquartered at Noida, Uttar Pradesh and has its offices across India.

We take a lot of pride in our products and fully stand behind them owing to which we are offering products which has been purchased before 15th July 2017 has 1 Year warranty on it and the products purchased on or after 15th July 2017 has 2 Years warranty on it.

The warranty period begins from the date of purchase of brand new, unused products by the first End User. Please retain your VAT/GST invoice receipt. The Proof of Purchase must state the Date of Purchase and Name / Model of the product.

### Manufacturing defects:

Brand Eyes Distributors Pvt. Ltd, authorized distributor of "Skullcandy" in India on behalf of Skullcandy Inc. extends this Limited Warranty to the original end-use purchaser of Skullcandy audio products (including headphone, earphone, ear bud and headset, each a "Product") or the person receiving a Product as a gift, provided that the Skullcandy Product was purchased from an Authorized Dealer/ Distributor/ Retailer as defined below.

"Authorized Dealer" means any distributor, reseller or retailer that was duly authorized by Brand Eyes Distributors Pvt. Ltd. at the time of the sale to sell authentic Skullcandy products in the notified jurisdiction, and that the sold Product is new, in unused condition, and in its original packaging.

If your headphone stopped working for no good reason, then it may be a manufacturing defect. Tell us what happened with your product to our Customer Care Representative on the Customer Care No. **1860-500-3858** or send us an E-mail to **customercare@brandeyes.in** for any product query or registering your complaint. Under the Manufacturer's defect we need your defective "Product" along with the VAT/GST invoice receipt copy to the following address:

**Brand Eyes Distributors Pvt. Ltd.,  
B-2, Sector-4,  
Noida: 201301 (Uttar Pradesh),  
India.**

Once we receive the product here, then our Service Technician will look into it and resolve the same within 2-3 weeks. The replacement product would be sent depending on the stock availability.

**The following cases are not covered under warranty:**

Damage or inoperability caused by inadequate repair work performed by the end user, any non-authorized repair center or any third party.

Faults due to wear and tear.

Faults due to force majeure.

Faults of which the purchaser was already aware of at the time of purchase. Damages resulting from fire or liquid seepage.

Damage by any violent head-banging session (wearing the headphone improper way). Accident.

Misuse.

Abuse.

Physically damaged from external factors such as floods, storms, sand, burn, dirt, weather moisture and by any other reason will not be entertained for any warranty claims.

## **TERMS AND CONDITIONS**

### **PRODUCT ADVANCE / TABLE REPLACEMENTS**

Please allow us at least 14 working days for successful completion of your warranty claim (depending upon stock availability). If the defective product is not available with us for any reason, (for example if the product has been discontinued), Brand Eyes Distributors Pvt. Ltd. reserves the right to issue any product which is of similar value to your product (the same value mentioned in the VAT/GST invoice receipt/ paid value).

### **SHIPPING TO BRAND EYES**

Brand Eyes Distributors Pvt. Ltd. will be responsible for shipping to the Customer after repair / replacement only. The Customer is responsible for all shipping / handling charges related to returning the product to Brand Eyes Service Center. Products must be shipped in their original packaging or otherwise suitably protected to avoid damage during shipping. Brand Eyes Distributors Pvt. Ltd. will not be responsible for any damage incurred during shipment. Brand Eyes Distributors Pvt. Ltd. will only be responsible for packages that are verified as having been received into our warehouse via a shipment tracking number provided by the Customer's shipping agency.

### **DETERMINING AUTHORITY**

The Brand Eyes Customer Service Department will be the final determining authority for all

potential warranty claims for service and replacement or same color preference (depending upon stock availability).

## **POLICY INFORMATION**

If Brand Eyes Submission/ Service Center is not available in your city, then you can send your product for warranty claim procedure at our Noida Service Center. If you have a tracking number you will be able to track when your product is delivered to our Noida Service Center. After it arrives at the Noida Service Center, the processing time can be up to 2-3 weeks.

Please note:

1.1 Without valid VAT/GST invoice receipt, Brand Eyes reserves the rights to refuse warranty services.

1.2 The warranty is confined to the first purchase of the original Skullcandy product only.

1.3 Brand Eyes Distributors Pvt. Ltd. reserves the right to refuse free of charge warranty claim if the information shared is incomplete/ illegible for the claim / fault in the Customer details.

1.4 Any goods imported by distributors other than 'Brand Eyes Distributors Pvt. Ltd., B-2, Sector- 4, Noida – 201301, Uttar Pradesh, India' will not be eligible for warranty at Brand Eyes.

For more information please visit - <https://www.brandeyes.in/customer-support-warranty-policy/>

Happy Listening!

**Team Brand Eyes**