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Warranty Information

Limited Warranty (U.S. Only)

IMPORTANT NOTICE: BY USING YOUR I.AM.PLUS'S BLUETOOTH EARPHONES YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THE I.AM.PLUS LIMITED WARRANTY ("**WARRANTY**") AS SET OUT BELOW. IF YOU DO NOT AGREE TO THE TERMS OF THE WARRANTY, DO NOT USE THE PRODUCT AND RETURN IT WITHIN THE RETURN PERIOD STATED IN I.AM.PLUS's RETURN POLICY (FOUND AT www.iampuls.com/-legal/warranty).

Who is Covered by the Warranty?

Only an end-user who purchases the Product from an authorized dealer of i.am.plus in the United States ("**End User**") is eligible for the Limited Warranty.

Limited Warranty:

Subject to the terms and conditions hereof, i.am.plus warrants for a period of one (1) year from the date of original retail purchase by the End User ("**Warranty Period**") that the Product will function without defects in design, materials and workmanship under normal consumer usage. Any nonconformity will be reported to i.am.plus in a

form and with supporting information reasonably requested by i.am.plus to enable it to verify, diagnose and correct the nonconformity.

Warranty Conditions:

This warranty is valid only if: (i) the original receipt issued to the original End-User by i.am.plus' authorized dealer, specifying the date of purchase and serial number, is presented with the Product to be repaired or replaced; and (ii) none of the seals or serial numbers on the face of the Product are tampered with, removed or defaced.

What Will i.am.plus Do?

If after due examination i.am.plus concludes that the Product has failed to operate under normal use due to defects in design, materials or workmanship during the Warranty Period, i.am.plus or its authorized service providers will, at i.am.plus' option, either repair or replace the device in accordance with the conditions stipulated herein.

THIS SECTION STATES END USER'S SOLE AND EXCLUSIVE REMEDY, AND I.AM.PLUS' SOLE AND EXCLUSIVE LIABILITY, FOR ANY BREACH OF WARRANTY BY I.AM.PLUS WITH RESPECT TO THE PRODUCT. If i.am.plus or its authorized

service providers repair or replace the Product (such repaired or replace Product, the **"Replacement"**), the Replacement shall be warranted for the remaining time of the original warranty period or for ninety (90) days from the date of repair or replacement, whichever is longer. Repair or replacement may involve the use of functionally equivalent used, previously installed, or reconditioned units or parts. The parts or components that were replaced will become the property of i.am.plus. All warranty returns must have an RMA number. i.am.plus reserves the right to reject Products delivered to it that do not have an associated RMA number and return them to their originating site.

To get an RMA number, the End User should send an email to support@iamplus.com and provide the following information:

1. Original purchase receipt
2. Model number, color and size
3. Serial number
4. Your contact information (name and phone number)

A customer service representative will assign an RMA number and send an RMA form to the End User. Upon receiving the RMA number and form, End User should securely package the defective Product, enclose a copy of the RMA form in the box, write the RMA number on the outside of the box and send the Product to be returned to i.am.plus' authorized service facility indicated on the RMA form. i.am.plus will only return product to US addresses.

The Product must be returned freight prepaid and returns not associated with a valid RMA number will be returned to their origination at End-User's expense. If i.am.plus determines that a Product returned by an End User does not comply with the warranty set forth herein, then the End User will also bear i.am.plus's cost of shipping the Product back to the End User.

Warranty Exclusions:

The warranty set forth above shall not apply to: (a) consumable parts, such as batteries that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship; (b) cosmetic damage, including but not limited to scratches, dents and broken plastic on ports; (c) defects caused by normal wear and tear or otherwise due to the normal aging of the device; (d) damage caused by accident, abuse, misuse, fire, earthquakes, acts of God or damage resulting from liquid outside of the approved levels; (e) damage caused by operating the device outside i.am.plus published guidelines; (f) damage caused by service performed by anyone who is not a representative of i.am.plus or an i.am.plus authorized service provider; (g) Products whose seals are tampered, (h) Products whose serial numbers have been removed or defaced from such Product; (i) modifications, alterations or repairs to the Product made by a party other than i.am.plus or a party authorized by i.am.plus; (j) any failure by End User or a third party to comply with environmental and storage requirements for the Product specified by i.am.plus, including, without limitation, temperature or humidity ranges; or (v) use of the Product in combination with any third-party devices or products that have not been provided or recommended by i.am.plus.

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