



RETURNS, REPLACEMENTS AND REFUNDS

- Products purchased directly from Sonos (either via phone or the online store) may be returned under two different circumstances:
 - Warranty - Within 1 year of the date of original shipment for a defect *; or
 - Within 30 days of the date of original shipment for any reason. **
- Products purchased via an authorized Sonos dealer must be returned to such dealer, who in turn deals directly with Sonos for returns, replacements and/or refunds. Please contact your authorized dealer for its policy on returns and replacements. *

* The Sonos product warranty does not apply to Sonos Products that are purchased from an unauthorized seller, unless the warranty is explicitly transferred from the original purchaser.

** 30 day return policy applies only to Sonos Products that are purchased directly from Sonos (either via phone or the online store).

The following information governs returns of products purchased directly from Sonos (either via phone or the online store):

Warranty Returns

If you discover what you believe is a product defect for any Sonos product, please contact Sonos Support at 800.680.2345 toll free or 801.715.5505. Our customer support personnel are available during support hours to assist you in diagnosing and fixing any problems you may encounter in the use of your Sonos product. In the event we cannot help you fix the problem over the phone, you may be entitled to a replacement product under the terms of Sonos' limited warranty. Replacement products may include refurbished Sonos products that have been recertified to conform with product specifications.

Warranty Coverage and Exclusions

The Sonos limited warranty covers defects in materials and workmanship in every Sonos product you purchase during the applicable warranty period, subject to certain exceptions. Sonos' warranty period is one year from the date we ship the applicable Sonos product to you, as determined by the date on the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product. Sonos may change the availability of limited warranties, at our discretion, but any changes we make will not be applied retroactively. For more detailed information related to the limited warranty, please refer to the license agreement in the supporting documentation that came with your product. Please note that we do not provide warranty coverage for:

- Problems that result from external causes such as accident, abuse or misuse
- Usage that is not in accordance with Sonos' product instructions
- Products that are used outside of North America (i.e. U.S. and Canada)
- Products with missing or altered serial numbers
- Products which have had their housings opened or otherwise tampered with
- Problems caused by using third party accessories, parts, or components

SONOS DOES NOT WARRANT THAT ITS PRODUCTS WILL OPERATE WITHOUT INTERRUPTION OR WILL BE ERROR-FREE, OR THAT ALL ERRORS MAY BE CORRECTED. SONOS' SOLE LIABILITY, AND YOUR SOLE REMEDY, FOR BREACH OF THE LIMITED WARRANTY WILL BE REPAIR OR REPLACEMENT OF THE APPLICABLE PRODUCT, OR, IF NEITHER OF THE FOREGOING ARE REASONABLY AVAILABLE, A REFUND OF THE AMOUNT YOU PAID, LESS AMOUNTS ATTRIBUTABLE TO YOUR PRIOR USE.

EXCEPT AS EXPRESSLY SET FORTH IN THE LICENSE AGREEMENT, SONOS MAKES NO WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO ITS PRODUCTS. SONOS AND ITS SUPPLIERS HEREBY SPECIFICALLY DISCLAIM ALL OTHER EXPRESS,

STATUTORY AND IMPLIED WARRANTIES AND CONDITIONS, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT AND THE IMPLIED CONDITION OF SATISFACTORY QUALITY. EXCEPT AS EXPRESSLY STATED IN THE LICENSE AGREEMENT, PRODUCTS ARE SUPPLIED ON AN "AS IS" BASIS WITHOUT WARRANTY. YOU ASSUME ALL RESPONSIBILITIES FOR SELECTION OF A PRODUCT TO ACHIEVE YOUR INTENDED RESULTS, AND FOR THE INSTALLATION AND USE OF THE PRODUCT. SOME JURISDICTIONS DO NOT ALLOW A LIMITATION ON IMPLIED WARRANTIES, AND SO THE FOREGOING DISCLAIMER MAY NOT APPLY TO YOU. IN ANY EVENT, ANY IMPLIED WARRANTIES THAT MAY EXIST UNDER THE LAWS OF YOUR JURISDICTION ARE LIMITED TO THE ONE (1) YEAR PERIOD SET FORTH IN THE LIMITED WARRANTY.

Instructions for Warranty Returns

To return a product, please follow these simple steps:

1. Request an RMA

If in the diagnosis of reported performance issues with your Sonos product(s) our customer support personnel determine that your product(s) qualifies for a Warranty Return, a Return Merchandise Authorization (RMA) request will be initiated and a unique RMA number will be sent to you via email. Every limited warranty return must have an associated (RMA) number.

2. Use the Original Sonos Boxes

All products must be returned in the original packaging with all contents included. Please ensure that any previous shipping labels or other markings have been removed or covered completely. Please note that failure to return all items included with your product, or returning the product without the manufacturer packaging may result in the product(s) being shipped back to you at your own expense.

3. Use a Sonos Prepaid Returns Electronic Shipping Label

To ensure successful delivery, ship returned products using the prepaid returns shipping label emailed to you by Sonos. Sonos will not be responsible for returned products sent using an alternate carrier or shipping label. It is the sender's responsibility to retain a copy of the shipping label with the applicable tracking number signed by an agent of the carrier as proof that the possession of the returned product shipment was transferred to the carrier. You have 14 days from the date of RMA request to return your original product.

The address for Sonos Warranty Returns is:

Sonos Warranty Returns
Attn: RMA # (please include your RMA # here)
201 Broadway, 7th Floor
Cambridge, MA 02139

4. Email Your Return Shipment Tracking Number to support@sonos.com

Please include "Shipment Notification: RMA# (please include your RMA# here)" in the email subject line and the returns shipment tracking number and the time of pick-up in the email body.

5. Receive your Replacement If your product(s) qualifies for advanced replacement, your replacement product(s) will ship within 24-48hrs hours of RMA request, excluding weekends and holidays and, the shipment of your returned product is not required until your replacement product(s) has been received.

If your product(s) does not qualify for Advanced Replacement, your product(s) will ship upon receipt and inspection of your original product(s) and, we may require a valid credit card number to ship your replacement product(s). As part of our returns process, you will receive an email notifying you that your replacement order has been placed and another email notifying you that your product has shipped.

You will not be charged for the replacement product as long as (i) you return the original product to us within 14 days after issuance of the RMA or 14 days after the shipment date of your replacement order, if your product(s) qualifies for Advanced Replacement, and (ii) the problem you reported with the product(s) proves to be covered by the terms of the limited warranty.

If we do not receive the original product(s) within 14 days, or if we determine that the problem with your product(s) is not covered by the limited warranty, we will charge the then-current standard price for the applicable product(s) to your credit card or the original form of payment used at the time you placed your original order.

Transfer of Limited Warranty

Limited warranties on Sonos products may be transferred during the warranty period if the current owner transfers ownership of the products and records the transfer with us. The products must be registered by both the previous and new owner in order to effect the transfer of limited warranty.

Problems Outside of Warranty Coverage

If we determine that the problem is not covered under the limited warranty, we will notify you and inform you of service or replacement alternatives that are available to you on a fee basis.

30 Day Return Right

If you are not completely satisfied with your Sonos product at any time during the 30 day period following the original shipment date, please contact Sonos Support at 800.680.2345 toll free or 801.715.5505. Our customer support personnel are available during support hours to make sure you have every opportunity to enjoy the benefits of the Sonos Digital Music System. If, however, you are dissatisfied for any reason with your purchase, please follow the steps below for a refund of your purchase price.

The 30 day return policy applies only to Sonos Products that are purchased directly from Sonos (either via phone or the online store).

Please note that only products in the original packaging with all materials and in new or as-new condition are eligible for the 30 Day refund.

Instructions for 30 Day Returns

1. Request a RMA

Every 30 Day return must have an associated Return Merchandise Authorization (RMA) number. A RMA may be obtained from Sonos by calling 800.680.2345 toll free or 801.715.5505. Sonos must receive the returned item within fourteen (14) days after a RMA number has been issued. An assigned RMA number is valid for 14 days only and will expire on the 15th day after the date of issuance, at which time any returned products will be refused.

2. Use the Original Sonos Boxes

All products must be returned in the original packaging with all contents included. Please ensure that any previous shipping labels or other markings have been removed or covered completely. Please note that failure to return all items included with your product, or returning the product without the manufacturer packaging may result in the product(s) being shipped back to you at your own expense.

3. Ship the Product Back to Us

Once you have received your RMA number, please write it clearly on the outside of the package to be returned. Please ensure that previous shipping labels or other markings have been removed or covered completely. It is the customer's responsibility to arrange shipment pickup, prepay shipping (and any duty) charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We advise that you ship the product back to us via UPS or FedEx to ensure proper delivery. It is the customer's responsibility to retain a sender's copy of the shipment invoice and the shipment tracking number in the event of a lost shipment until the return product has been received. Sonos reserves the right to refuse any product returned under the 30-Day return right that does not meet these criteria.

4. Email Your Return Shipment Tracking Number to support@sonos.com

Please include "Shipment Notification: RMA# (please include your RMA# here)" in the email subject line and the returns shipment tracking number and the time of pick-up in the email body.

The address for Sonos Refund Returns is:

Sonos Refund Returns
Attn: RMA # (please include your RMA # here)
223 E. De La Guerra
Santa Barbara, CA 93101

5. Receive Your Refund

Once the return is received and verified to meet all of the above conditions, please allow 10-15 business days from the date of receipt for the credit to appear on your account. Credit will be issued to the payment method or credit card used for your original purchase only. Sonos will not refund original or return shipping costs or duties.