



## Warranty, Return, or Exchange Request Form

\*CIRCLE ONE:                    WARRANTY                    RETURN                    EXCHANGE  
(product cost only)

**\*You are required to send this form, your receipt and the SleepPhones or RunPhones product for processing. For refunds please remember to include all components of the product, such as the USB cable.**

\*DATE OF PURCHASE:

\*PLACE OF PURCHASE (such as the store name and location, website address, or catalog name):

\*YOUR NAME:

\*SHIPPING ADDRESS:

\*EMAIL (for tracking your package):

\*PHONE NUMBER:

\*PROBLEM:

REQUEST:

\*DETAILED PURCHASE INFORMATION:

Your order receipt can be an email from SleepPhones.com, RunPhones.com, PayPal, Amazon, a store receipt, or any other purchase information. Print out the email receipt or make a copy of your store receipt and send it in. Without a receipt, we may not be able to process your request, especially for returns. **Please note that we cannot accept eBay purchases or items bought as previously used as we cannot guarantee these products in a secondary market.**

Please allow 1 to 2 weeks (for US customers)  
or up to 6 weeks (for international customers) for  
shipping of the repair or replacement. If  
you have any questions, please email us  
(service@acousticsheep.com).

**Mailing Address:**

**AcousticSheep LLC  
2001 Peninsula Drive  
Erie PA 16506  
USA**

**\*\*Please add tracking to ensure delivery for warranty claim\*\***



## **ONEYEAR LIMITED WARRANTY:**

If you are not located in the USA and there is a repair center for your country, please use their service for the fastest response. If you bought directly from the SleepPhones.com or RunPhones.com website, are located in the USA, or if there is no repair center in your country, please use our warranty service.

**What Does The Warranty Cover?:** AcousticSheep LLC warrants that its products shall be free from defects in materials or workmanship, with the exceptions stated below.

**What Is The Period Of Coverage?:** This warranty runs for one year from the date of purchase. The term of any warranties implied by law shall expire when your limited warranty expires. Some states and/or Member States in the European Union do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

**What Does The Warranty Not Cover?:** This warranty does not cover any defect, malfunction or failure that occurs as a result of: improper installation; misuse or failure to follow the product directions; abuse or any damage caused to the product by the user; or use with improper, unintended or faulty equipment. Specifically, this warranty does not cover the battery, which may wear out with normal use. In no event will AcousticSheep LLC be liable for personal injury, or any incidental, special, indirect or consequential damages whatsoever arising out of or related to your use of the product, however caused, regardless of the theory of liability (contract, tort or otherwise) and even if AcousticSheep LLC has been advised of the possibility of such damages. Also, consequential and incidental damages are not recoverable under this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

**What Will AcousticSheep LLC Do To Correct The Problem?:** AcousticSheep LLC will, at its option, repair or replace any product that proves to be defective in material or workmanship. If your product is no longer being manufactured, or is out of stock, at its option, AcousticSheep LLC may replace your product with a similar or better AcousticSheep LLC product.

**How To Get Warranty Service:** To get a covered product repaired or replaced, please follow the instructions above. Return shipments shall be at the customer's expense, and the return must be accompanied by the original proof of purchase. You should track the shipment as appropriate because you are responsible for the product until it arrives at AcousticSheep LLC.

**How Will State Law Affect Your Rights?:** This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Please note that in the European Union, you as a consumer might have other legal rights under national legislation of European Union Member States governing the sale of AcousticSheep LLC's goods. Those rights are not affected by this guarantee.

The above limited warranties and remedies are sole warranties and remedies available to purchaser, if, and to the extent, valid and enforceable under the applicable law.

### **Returns:**

Please contact us via email ([service@acousticsheep.com](mailto:service@acousticsheep.com)) if we can help you with any issues, such as something not working or not fitting well.

If you did not buy from the SleepPhones.com or RunPhones.com website, please return to the place of purchase.

Otherwise, please send back the portion of the order you would like to return to the address below. Please include a copy of the order receipt email so we can quickly refund your account for the amount of the product. Shipping charges are non-refundable. We are unable to cover your cost to ship the return to us.

### **Exchanges:**

If you would like a different size, an upgrade/downgrade, etc., we would be happy to accommodate your request. If there is a increase in price, please send a check made to AcousticSheep LLC.

If you are not located in the US and there is a difference in price, please contact [service@acousticsheep.com](mailto:service@acousticsheep.com). Our shipping address is below. Please be sure to indicate what you want back. We are unable to cover your shipping costs.

**AcousticSheep LLC**

**2001 Peninsula Drive**

**Erie PA 16506**

**USA**

**Thank you for trying SleepPhones® or RunPhones®!**