

## Warranty Policy

Skullcandy products are backed by a one-year limited warranty. Valid proof of purchase is required for warranty consideration. Details and exclusions below.

### OFFICIAL SKULLCANDY WARRANTY POLICY

Skullcandy provides a (1) one-year limited warranty against manufacturing defects for all of its authentic products from the date of purchase, with the exception of soft goods which may be eligible for an exchange, refund, or coupon code within 30 days of the date of purchase. If a product was purchased from the Skullcandy website or a Skullcandy authorized seller and, at the time of purchase, contained a manufacturing defect or had been damaged by improper care prior to the time of purchase, then Skullcandy in its sole discretion, will replace or provide a warranty credit for the product for use on the Skullcandy online store. The amount of the warranty credit shall be equal to the purchase price of the product, but in no event shall the amount exceed Skullcandy's manufacturer suggested retail price ("MSRP"). Skullcandy reserves the right to inspect any product subject to a warranty claim to determine, at its sole discretion, whether the claimed defect is a defect that is covered by the warranty. All warranty credits may be used toward the purchase of any Skullcandy product available on the Skullcandy online store. Note that Skullcandy regularly changes the models, colorways, and styles of its products and cannot guarantee the availability of an exact replacement for any product. SKULLCANDY DOES NOT ASSUME ANY LIABILITY FOR ANY INCIDENTAL, CONSEQUENTIAL OR INDIRECT DAMAGES UNDER THIS LIMITED WARRANTY. Some U.S. States and international countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please note that because Skullcandy is unable to oversee or control the quality of its products sold by unauthorized sellers, Skullcandy's warranty is not available for products purchased from unauthorized sellers. Skullcandy's warranty extends only to products purchased from authorized sellers that are subject to Skullcandy's quality controls and have agreed to follow its quality controls.

All warranty claims must be processed through the Skullcandy website, or through the local distributor if customer's country is not available in the Skullcandy website Warranty Claim. If customer's country is not available in Skullcandy website Warranty Claim, customers should contact the local distributor from the list at International Support. Warranty Claims must include proof of purchase from an authorized seller in the form of a

receipt or invoice that clearly identifies the product model, purchase price paid, and purchase date. Warranty claims are under the sole discretion of Skullcandy and failure to follow the required procedures may cause warranty claims to become void. To file a warranty claim, please fill out this form:

### [SUBMIT A WARRANTY CLAIM](#)

The Skullcandy 1-year limited warranty is a voluntary manufacturer's warranty. It provides rights separate to rights provided by consumer law, including but not limited to those relating to non-conforming goods. As such, the Skullcandy 1-year limited warranty is in addition to, and not instead of, rights provided by consumer law and it does not exclude, limit or suspend a buyer's rights arising from consumer law. Consumers have the right to choose whether to claim service under the Skullcandy 1-year limited warranty or under their consumer law rights. The Skullcandy 1-year limited warranty terms and conditions shall not apply to consumer law claims. For further information about consumer law, please contact your local consumer organization for help.

### ADDITIONAL IMPORTANT WARRANTY INFORMATION

- We are not responsible for items lost in transit. For this reason, we highly recommend getting a tracking number or delivery confirmation when shipping your package.
- A warranty claim must be submitted for each product that is being sent in.
- The product you send to us becomes the possession of Skullcandy and will not be returned to you. For all discontinued/limited edition items or special requests, please [contact us](#) before returning your headphones.
- Product that you have had customized, whether by Skullcandy or another party, can be warranted for a non-customized version of the product or a coupon code for equal value.

*Your warranty is under the sole discretion of Skullcandy and failure to follow the required procedures may void your warranty claim. Please allow 10 business days for your warranty claim to be processed from the time we receive your Product.*

### EXTENDED WARRANTY OPTIONS

In addition to the standard Skullcandy 1-year limited warranty, customers have the option to purchase an extended warranty plan at checkout for an additional charge.

Plans purchased prior to September 11, 2025 are administered and covered by Cover

Genius/Clyde.

If your plan is covered by Cover Genius/Cyde. Please [file a claim with Cover Genius here](#).

Plans purchased on or after September 11, 2025 are administered and covered by Mulberry.

If your plan is covered by Mulberry. Please [file a claim with Mulberry here](#).

Customers with an extended warranty should refer to the terms provided by the applicable warranty provider for coverage details and claims processing.