

Warranty

Support

Smart&Safe® believes in excellent customer service and is here to help you during every step of the way, we are here to support you by answer any question.

Policies

ONE YEAR LIMITED PREMIUM REPLACEMENT WARRANTY

EVERY HEADPHONES WE SELL IS DESIGNED TO MEET AND EVEN EXCEED YOUR EXPECTATIONS. WE ARE DEDICATED TO PROVIDING EXCELLENT PRODUCTS THAT USE TODAY'S ADVANCED TECHNOLOGY. HOWEVER, AS MOST PEOPLE REALIZE, ELECTRONIC PRODUCTS SOMETIMES DO HAVE TECHNICAL DIFFICULTIES, AND SOMETIMES IT IS DUE TO A MANUFACTURING DEFECT. THIS IS WHY WE OFFER A ONE (1) FULL YEAR LIMITED PREMIUM REPLACEMENT WARRANTY, FROM PURCHASE DATE, AGAINST MANUFACTURER DEFECTS ON EACH HEADPHONE WE SELL.

Smart&Safe® HEREBY WARRANTS THAT, UNDER NORMAL USE, THIS PRODUCT WILL BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP FOR A PERIOD OF ONE (1) YEAR FROM THE DATE OF ORIGINAL RETAIL PURCHASE IT WILL REPLACE THE DEFECTIVE PRODUCT for the wires headset and bluetooth headset. THE LIMITED PREMIUM REPLACEMENT WARRANTY IS VALID ONLY IF THE ORIGINAL PROOF OF PURCHASE ISSUED TO THE PURCHASER, SPECIFYING THE DATE OF PURCHASE, IS PRESENTED WITH THE PRODUCT TO BE REPLACED.

HOW DOES IT WORK? SHOULD YOU ENCOUNTER ANY ISSUE WITH YOUR DEVICE IN THE FIRST YEAR FOLLOWING from the day OF PURCHASE WE WILL REPLACE THIS PRODUCT. ALL CUSTOMERS SHOULD REACH OUT TO US TO MAKE THEIR CLAIM DIRECTLY WITH Smart&Safe® AT Sales@smart-safe.com THIS LIMITED PREMIUM REPLACEMENT WARRANTY DOES NOT APPLY IN CASES OF ABUSE OR MISUSE OF THE PRODUCT, USE CONTRARY TO Smart&Safe®INSTRUCTIONS, ORDINARY WEAR AND TEAR, INCORRECT CONNECTION, AN ACT OF GOD OR UNAUTHORIZED REPAIR. ANY LAWSUIT FOR BREACH OF THIS LIMITED WARRANTY SHALL BE COMMENCED, IF AT ALL, WITHIN ONE (1) YEAR OF THE DATE THAT THE CLAIM ACCRUES. OTHER THAN THE LIMITED WARRANTY SET FORTH ABOVE,

Smart&Safe®EXPRESSLY DISCLAIMS AND EXCLUDES ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE USE OR PERFORMANCE OF THE PRODUCT. Smart&Safe® SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OR INABILITY TO USE THIS PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED.

SOME STATES DO NOT PERMIT LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR

CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE. THIS LIMITED WARRANTY DOES NOT RESTRICT THE RIGHTS OF THE CONSUMER MANDATED UNDER APPLICABLE LAWS.

THIS LIMITED WARRANTY SUPERSEDES ALL OTHER WARRANTIES THAT ARE ASSOCIATED OR INCLUDED WITH THIS PRODUCT.

FAULTY ITEMS WILL BE EXCHANGED TO THE SAME TYPE OF PRODUCT IN THE SAME SIZE, SUBJECT TO AVAILABILITY. REFUNDS FOR FAULTY ITEMS CAN BE MADE WITHIN 1 YEAR PERIOD FROM DAY OF PURCHASE. PERIOD FOLLOWING DELIVERY.

FOR EXCHANGES AND RETURNS SEND AN EMAIL TO

SALES@SMART-SAFE.COM

I am not sure if the I broke the product or it is defected

Smart&Safe® CARES VERY MUCH ABOUT CUSTOMER SATISFCTION, SOMETIMES A CUSTOMER CAN BREAK OR MISSHANDLE A PRODUCT. Smart&Safe® FULLY UNDERSATNDS SITUATIONS WHEN A CUSTOMR DOES NOT FULLY KNOW IF HE IS RESPONSIBLE OR NOT. Smart&Safe® IS WILLING TO OFFER A NEW HEADSET TO BE ISSUED TO A CUSTOMER AT ONLY 18\$ for a WIRED HEADSET, AND 33\$ FOR A BLUETOOTH HEADSET. SHIPPING WILL INCLUDED. The CUSTOMER MUST SEND THE FAULTY/DAMAGED HEADSET BACK, OR INSTEAD THIS PRODUCT SHALL NOT BE TREATED AS HOUSEHOLD WASTE. INSTEAD IT SHALL BE HANDED OVER TO THE APPLICABLE COLLECTION POINT FOR THE RECYCLING OF ELECTRICAL AND ELECTRONIC EQUIPMENT AND Smart&Safe® WILL DONATE 3\$ TO a EHT FOUNDATION WICH WILL BE ADDED TO THE CUSTOMER bill.

UNCOLLECTED ITEMS

SHIPPING COSTS WILL NOT BE REFUNDED FOR UNCOLLECTED ITEMS.

Reshipping we be on th customers expense.

IMPORTANT SAFETY INSTRUCTIONS

WARNINGS – CONTAINS SMALL PARTS WHICH MAY BE A CHOKING HAZARD. NOT SUITABLE FOR CHILDREN UNDER AGE THREE.

SET A LOW VOLUME SETTING BEFORE USING THE HEADPHONES.

LONG-TERM EXPOSURE TO LOUD MUSIC OR SOUNDS MAY CAUSE HEARING DAMAGE. IT IS BEST TO AVOID HIGH VOLUME LEVELS WHEN USING THESE HEADPHONES, ESPECIALLY FOR EXTENDED PERIODS.

DO NOT USE THESE HEADPHONES WHEN OPERATING A MOTOR VEHICLE, A BICYCLE, AND MACHINERY OR WHERE YOUR INABILITY TO HEAR OUTSIDE SOUNDS MAY PRESENT A DANGER TO YOU OR OTHERS.CAUTIONS USING THESE HEADPHONES LIMITS YOUR ABILITY TO HEAR NOISES AROUND YOU, REGARDLESS OF LISTENING VOLUME. PLEASE USE CAUTION WHEN USING THESE HEADPHONES.

DO NOT DROP, SIT ON, OR ALLOW THE HEADPHONES TO BE IMMERSSED IN WATER.

THE PADS THAT ACCOMPANY THESE HEADPHONES MAY DETERIORATE OVER TIME. PLEASE MAKE SURE TO USE SUITABLE PADS ON THE HEADPHONES AT ALL TIMES.

THESE HEADPHONES SHOULD NOT BE STORED IN DIRECT SUNLIGHT.

FOR ANY QUESTIONS OR CONCERNS CONTACT

Sales@smart-safe.com

Smart&Safe®

YOHANAN hASANDIER 2 st

kFAR sAVA, 44861

P.O BOX 2025

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EXCHANGES AND REFUNDS

DURING 30 DAYS FOLLOWING THE DELIVERY OF YOUR ORDER, YOU MAY REQUEST THE EXCHANGE OR REFUND OF ITEMS, WHICH YOU MUST RETURN TO US IN PERFECT CONDITION ACCOMPANIED BY THE ORIGINAL INVOICE. RETURNS WILL ONLY BE ACCEPTED IF LABELS AND ORIGINAL PACKAGING ARE FULLY INTACT. Smart&Safe® CANNOT ACCEPT RETURNS WHERE LABELS HAVE BEEN REMOVED.

YOU ARE RESPONSIBLE FOR THE SHIPPING OF RETURNED ITEMS BACK TO Smart&Safe®

ITEMS LOST IN TRANSPORTATION WILL NOT BE COMPENSATED FOR.

SHIPPING CHARGES ON RETURNED MERCHANDISE ARE AT THE CUSTOMER'S EXPENSE. HOWEVER, Smart&Safe® WILL NOT CHARGE ADDITIONAL SHIPPING ON EXCHANGES. REFUNDS FOR RETURNED MERCHANDISE WILL BE MADE WITHIN TWO WEEKS OF THE RETURN OF THE PRODUCT, TO THE ORIGINAL PURCHASER'S CREDIT CARD. NOTE THAT ADDITIONAL DUTIES AND/OR TAXES WILL NOT BE REFUNDED. NEITHER WILL SHIPPING COSTS. ALL EXCHANGES ARE SUBJECT TO AVAILABILITY.