Bose product limited warranty

Bose products purchased by consumers directly from Bose carry our limited warranty:

Who is covered?

This warranty is extended only to the original end-use purchaser or the person receiving the product as a gift, and shall not be extended to any other person or transferee.

What is covered/for how long:

Unless a different warranty period is stated in the owner's guide provided with your Bose product, for a period of 1 year (2 years EU) [5 years for any non-powered speakers that may be incorporated into this product] from the date of retail purchase by the original end-use purchaser, Bose warrants that this product, when delivered to you in new condition, in original packaging, from a Bose authorized reseller and used in normal conditions, is free from any defects in manufacturing, materials and workmanship.

What is not covered?

This warranty does not cover defects resulting from improper or unreasonable use or maintenance; failure to follow operating instructions; accident; excess moisture; insects; lightning; power surges; connections to improper voltage supply; unauthorized alteration or modification of original condition; damages caused by inadequate packing or shipping procedures; loss of, damage to or corruption of stored data; damages caused by use with non-Bose products; product that requires modification or adaptation to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications; and products purchased from unauthorized dealers.

What we will do:

During the warranty period, we will, at our sole option, repair or replace (using new or refurbished replacement parts) any defective parts within a reasonable period of time and free of charge.

What we will not do:

Pay shipping, insurance or transportation charges from you to us, or any import fees, duties and taxes.

What you must do to obtain Limited Warranty Service:

Return product, with proof of purchase from an authorized Bose dealer, using the following procedures:

1. Contact the Bose organization in your country/region (visit Global.Bose.com for Bose contact information in your country/region) for specific return and shipping instructions;
2. Label and ship the product, freight prepaid, to the address provided by the Bose organization in your country; and
3. Place any necessary return authorization number prominently on the outside of the carton. Cartons not bearing a return authorization number, where required, will be refused.

Other conditions:

THE PROVISIONS OF THIS LIMITED WARRANTY ARE IN LIEU OF ANY OTHER WARRANTY, WHETHER EXPRESSED OR IMPLIED, WRITTEN OR ORAL, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. BOSE CORPORATION'S MAXIMUM LIABILITY SHALL NOT EXCEED THE ACTUAL PURCHASE PRICE PAID BY YOU FOR THE PRODUCT. IN NO EVENT SHALL BOSE BE LIABLE FOR LOSS OF, DAMAGE TO OR CORRUPTION OF STORED DATA, OR FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR INDIRECT DAMAGES HOWSOEVER CAUSED INCLUDING WITHOUT LIMITATION THE REPLACEMENT OF EQUIPMENT AND PROPERTY, AND ANY COSTS OF RECOVERING, PROGRAMMING OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH YOUR BOSE PRODUCT.

This warranty is void if the label bearing the serial number has been removed or defaced.

Other legal rights:

This limited warranty gives you specific legal rights, and you also may have other rights that vary from state to state or country to country. Some places do not allow limitations on implied warranties or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Bose performance guarantee

Try your Bose product risk free. We're so confident you'll be delighted with it, we give you 30 days* to make sure it's right for you. If, for any reason, you're not satisfied with your purchase from Bose, simply return it within the trial period for a full refund. That's the Bose performance guarantee.
*45 days for L1® systems.

Be sure it's Bose

The only way to be sure you're buying a genuine Bose product is to buy directly from Bose or a Bose authorized dealer. Bose products purchased by consumers directly from Bose or an authorized dealer, whether online, by telephone, from a catalog or in a store are genuine and carry the Bose limited warranty.

Buying from unauthorized dealers can be risky. Unless the dealer provides a receipt showing purchase from an authorized dealer, the products carry no warranty from Bose. Moreover, products purchased from unauthorized dealers may be counterfeit or stolen goods, and if you attempt to resell such products, you may be subject to significant civil liability and/or criminal penalties.

Watch out for counterfeit products

There are growing numbers of counterfeit products in the marketplace. Bose has become aware of sales of counterfeits of most types of Bose® headphones, including IE2, MIE2/MIE2i, SIE2/SIE2i, QuietComfort® 3 and 15, OE2/OE2i, AE2/AE2i, and *Bluetooth*® headsets, as well as SoundLink® Mini speakers and older model in-ear and on-ear headphones and QuietComfort 2 headphones by unauthorized sellers on popular auction and other e-commerce websites, and in flea markets. In some cases, sellers located in China claim to be selling genuine "OEM" headphones, but these products are fake. Typically, these products are sold at lower prices than those offered by Bose and its authorized dealers, but the prices are often not low enough to cause buyers to suspect that the products are counterfeit. The counterfeit products do not meet the high standards of performance found in genuine Bose products.

The counterfeit products and their packaging are extremely close in appearance to genuine Bose products, but they do not meet the high standards of performance found in genuine Bose products. Counterfeiters go to great lengths to make their products look like genuine products. They include warranty registration cards in the packaging, and apply serial numbers to the products that copy genuine Bose serial numbers to make them look authentic. They have even copied the hologram sticker that Bose applies to its products to assist us in identifying fake products. It is extremely difficult to distinguish fake products from the real ones. If you believe that you may have purchased counterfeit Bose products, we encourage you to contact Report_Counterfeits@bose.com so that we may be able to assist you in determining whether the product is counterfeit.

Headphones and headsets are the Bose products that we have seen counterfeited most often, but we have also encountered counterfeit speakers, such as 101, 301, and 502A models, and, occasionally, the BOSE trademark is applied to products that are unlike any that we currently produce, such as karaoke microphones. In all cases, your best protection against buying fakes is to purchase from an authorized dealer.

Three ways to protect yourself from fraud:

1. Buy direct from Bose, either online, by telephone or in Bose retail stores. Bose.com is the official Bose Corporation website for residents of the United States and its territories. If you wish to purchase a product now, be confident that you will receive a genuine Bose product.
2. Look for the official Bose Authorized Dealer badge featured on some retailers' websites.* The badge links to a window explaining the advantages of buying from a Bose authorized dealer. The window's URL (in the address bar) should begin with "www.bose.com" to be valid.



3. Contact us to inquire whether a dealer is authorized. If you reside in the US, call 1-800-999-2673, or email us. If you reside outside the US, click here to find your country's contact

information. A Bose representative will check the name of the dealer or website from which you are considering a purchase and let you know whether it's an authorized Bose dealer.

If you would like to report a suspected counterfeit Bose product, please send an email to report_counterfeits@bose.com. Bose appreciates your assistance in preventing the distribution of counterfeit products.

Bose Corporation
Framingham, Massachusetts, USA

*Not all Bose authorized dealers display the badge at this time.

Your privacy rights

Ensuring you understand what personal information Bose Corporation may collect about you, how we may use and share this information, and the steps you may take to limit this use or sharing, is fundamental to our respect for our customers.

This privacy policy is specific to Bose Corporation customer operations in the US. As used within the context of this policy, "personal information" means personally identifiable non-public information—such as your name or email address—that is not otherwise publicly available. Answers to survey questions, comments and suggestions that do not identify you are not personal information, and Bose is free to use and distribute this information without obligation. However, any personal information you submit to us in connection with such surveys, comments or suggestions is subject to this privacy policy.

This privacy policy does not apply to information we collect in connection with employment matters about our employees or applicants for employment.

If you are a Bose® Payment Plan customer, please read Privacy for the Bose payment plan instead to understand what personal information we may collect about you, how we may use and share this information, and the steps you may take to limit this use or sharing.

Personal information we collect

In general, we collect personal information about you to support your relationship with Bose and to manage our business. We obtain personal information through various means, including:

- Forms and requests you submit to us
- Your communications and dealings with us (on our websites, in stores, at special events, over the phone and by mail)
- Website tracking applications (for details see "Online tracking" below)
- Our affiliates and third parties
- Other sources

The personal information we collect may include:

- Name, address, telephone number and email address
- Billing information, such as credit or debit card number, verification number and expiration date
- Information about purchases or other transactions with us
- Online browsing information (for details see "Online tracking" below)
- Other personal information

We may combine the personal information we receive from one source with information we receive from other sources.

Online tracking

In order to make improvements to Bose.com and your online shopping experience, we automatically receive and record information from your computer and browser, including your IP address, Bose cookie information (see below), software and hardware attributes, and the pages you visit. To do this, we may use applications that recognize your computer and gather information about its online activity.

For example, we use "cookies" on our website. A cookie is a small amount of data, often including an anonymous unique identifier, sent to your browser from a website. If your browser's preferences are set to accept it, the cookie is stored on your computer's hard drive. Your browser will permit a website to access the cookies it has sent to you, but not the cookies sent to you by other websites.

Our cookies provide information that makes it easier for you to use our website. They enable you to make purchases on Bose.com and move uninterrupted between site areas. They collect information about your use of our site, your computer's operating system and browser type, your Internet service provider, domain name and IP address, and the website visited before our site and the link used to leave our site.

We may also use cookies for a number of other reasons including:

- To allow you to access your information when you "sign in" to your account
- To provide you with customized content
- To remember the last page you visited
- To keep track of preferences you specify while visiting Bose.com
- To conduct general analysis and research
- To identify purchases made in response to our advertising
- To provide you with enhanced online display advertising tailored to your interests. To opt out of this advertising provided by Bose, click here

A cookie does not allow us to read any other information from your hard drive. If you are concerned about having cookies on your computer, you can remove them at any time. You can also set your browser to block cookies, or to notify you when you receive a cookie, allowing you to decide whether or not to accept it.

We may also use an application known as a "web beacon." A web beacon is an electronic file that usually consists of a single-pixel image. It can be placed on a web page or in an email to

transmit information, which could include personal information. We may use web beacons, in conjunction with cookies, for a number of reasons, including:

- To assist in tracking and analyzing advertising effectiveness
- To verify purchases made on Bose.com
- To count and recognize site visitors
- To personalize your experience

In addition to our use of these applications, certain third parties and affiliates may set and access cookies on your computer, and use web beacons in conjunction with them. For example, third parties or affiliates may administer Bose banner advertising programs on non-Bose websites, or they may provide auditing, research or reporting. Specifically, a third-party provider may collect information to target some Bose advertisements. For information about this practice, including privacy and confidentiality, visit the Network Advertising Initiative website.

The use of any applications utilized by third parties and affiliates is subject to their own privacy policies, not the Bose.com privacy policy. If you prefer to prevent third parties and affiliates from setting and accessing cookies on your computer, and using web beacons in conjunction with them, you may set your browser to block cookies. Additionally, you may remove yourself from the targeted advertising of companies within the Network Advertising Initiative by opting out here.

Please note: To complete a purchase on our website, you'll need to accept cookies sent by our site. If you choose not to accept our cookies, please call us at 1-800-999 2673 to place your order by phone. Blocking our cookies may also impact the usability of other features on Bose.com.

Children's privacy

Bose.com is a general-audience website. We do not knowingly collect personal information from children under the age of 13.

How we use personal information

In general, we use the personal information we collect about you to support your relationship with Bose and to manage our business. We may use your personal information for various purposes, including:

- To complete a purchase or other transaction that you initiate
- To respond to your request for information and provide you with more effective and efficient customer service
- To provide you with product updates and information about products you have purchased from us
- To customize the advertising and content you see
- To help us better understand your interests and needs, and to improve your Bose experience
- To make improvements to our websites
- For analysis, marketing research and reports
- To manage our business

- As permitted or required by applicable law
- For other purposes

We may also use your personal information to contact you by email, postal mail or phone regarding Bose products, services, promotions and special events. Please see privacy preferences if you wish to restrict the use of your personal information for this purpose.

If you request that your Bose purchase be shipped to someone other than yourself (such as a gift recipient), we may also use the recipient's personal information as described above. Like you, these recipients may restrict our use of their personal information for purposes of being contacted by email, postal mail or phone regarding Bose products, services, promotions and special events. Please see privacy preferences.

Why and how we share personal information

Bose may share your personal information with our affiliates and with third parties (companies not subject to common ownership or management with Bose Corporation) as follows:

- To assist us in providing you with services or completing a purchase or other transaction that you initiate
- To assist us in managing our business and to perform activities such as research and analysis
- To assist us in marketing, such as the administration of our promotional email and online advertising programs
- To respond to subpoenas, court orders or legal process, or to establish or exercise our legal rights or defend against legal claims
- When we believe it is necessary in order to investigate, prevent or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, or violations of our terms and conditions
- As permitted or required by applicable law

We may also share your name and contact information with our affiliates and third parties so that they may contact you by email, postal mail or phone regarding products, services, promotions or special events that might appeal to your interests. Please see privacy preferences if you wish to restrict the sharing of your personal information for this purpose.

If you request that your Bose purchase be shipped to someone other than yourself (such as a gift recipient), we may also share the recipient's personal information with our affiliates and third parties as described above. Like you, these recipients may restrict the sharing of their personal information for purposes of being contacted by email, postal mail or phone regarding products, services, promotions and special events that might appeal to their interests. Please see Privacy Preferences below.

Privacy preferences

You have choices about our use and sharing of your personal information for marketing purposes. You may, at any time, ask us not to:

- Use your personal information to contact you by email, postal mail or phone regarding Bose products, services, promotions and special events that might appeal to your interests
- Share your name and contact information with our affiliates and third parties so that they may contact you by email, postal mail or phone regarding products, services, promotions or special events that might appeal to your interests

Please visit Communication Preferences or call Bose toll free at 1-800-999 2673 to express your privacy preferences.

You may also have the opportunity to express your privacy preferences when submitting certain information to us, such as during a transaction or on an event registration form. In addition, our email communications always include a method for you to unsubscribe from our email list.

Please note that, regardless of your request, we may still use and share certain information as permitted or required by applicable law.

Special note for California residents

California law gives residents of California the right under certain circumstances to request information from us regarding the manner in which we share certain categories of personal information with third parties for their direct marketing purposes.

The address for requesting this information is:

Bose Corporation
Online Commerce Group
PO Box 9168
MS 740
Framingham, MA 01701-9168.

However, because our privacy policy gives you a choice of opting out of having your personal information disclosed to third parties for their direct marketing purposes, we may instead provide you with information on how to exercise your opt-out preferences. Please see Privacy preferences above if you wish to learn more about restricting the sharing of your personal information with third parties for their direct marketing puposes.

The above privacy policy is specific to Bose Corporation operations in the US. This policy is governed under Massachusetts law notwithstanding any principles of conflicts of law. We reserve the right to amend this policy at any time. Any such amendments to this policy may apply to information we collect in the future as well as any information we obtained prior to such amendment. We will post all changes to this policy on this website.

If you have any questions, please send us an email with privacyandsecurity@bose.com in the "From" field.

You may also contact us at 1-800-999 2673. Outside the US, call 1-508-766-1099.

Or send a letter to:

Bose Corporation
C/O Online Commerce Group
P.O. Box 9168
MS 740
Framingham, MA 01701-9168

Security on Bose.com

Bose Corporation realizes that security is a primary concern for our online customers.

The following is an overview of some of the security measures we take to protect personal information you submit on Bose.com during transactions and certain other submissions.

We use Akamai and Cybertrust digital security technology on certain Bose.com pages to help safeguard personal information. The Akamai site certificate icon appears on every Bose.com page that has a digital site certificate.

To view the site certificate, see instructions in your browser's "Help" section.

Encryption

We use encryption technology to facilitate the transmission of your information on all Bose.com pages that have an Akamai site certificate icon, and we only accept orders from browsers that communicate through Secure Socket Layer (SSL) technology, with at least 128-bit key length encryption.

Passwords

When you create an account on Bose.com, you'll be asked to create a password. Your Bose password is case sensitive and must follow these guidelines:

- Use a minimum of six characters
- Include at least one number (0 – 9)
- Do not use your email address as your password

We recommend using a random combination of letters, numbers and cases to provide added protection for your personal information (e.g., Adg561z).

Once you've created an account, Bose stores information such as your name, billing and shipping addresses, telephone number(s) and email address. Your password allows you to bypass re-entering this information each time you place an order on Bose.com.

Please note: You do not need to create an account to make a purchase on Bose.com.

Credit and debit card safety

When you place an order on Bose.com, your credit or debit card number is encrypted when transmitted and stored. Encryption is used for submission of credit and debit card numbers on every Bose.com page with a digital site certificate. When you are on a page with a site certificate, a closed lock or solid key icon will appear on the bottom bar of your browser window. To verify, you can view the site certificate before submitting your credit or debit card number. For instructions on viewing the site certificate, see your browser's "Help" section.

Other personal information you submit may also be encrypted when being transmitted with the goal of protecting its confidentiality. See Encryption above for details.

If you would like to make a purchase but would prefer to give your credit card information to a representative over the phone, simply call 1-800-999 2673. For orders outside the US, please visit Bose Worldwide.

Links from Bose.com to other websites

Certain links within Bose.com may take you to third-party websites (websites not owned or maintained by Bose Corporation). The inclusion of such links is for your convenience only, and should not be interpreted as an endorsement of these sites or their content.

We urge you to read the privacy and security policies of these third-party websites. They may contain terms and conditions, privacy or confidentiality provisions, security information or other provisions that differ from Bose.com. Since Bose Corporation does not own or maintain these third-party websites, we assume no responsibility for the accuracy, validity, legality or otherwise of any materials or information they contain, and we are not responsible for the information they collect or how it is used.

Links from other websites to Bose.com

If you visit Bose.com via a third-party website (a website not owned or maintained by Bose Corporation—for example, a shopping comparison site), that site may monitor your visit to Bose.com. We suggest you review the privacy and security policies of any such third-party website.

The above online security information is specific to Bose.com. We reserve the right to change our online security practices and amend this information at any time. Any such changes or amendments may apply to information we collect in the future, as well as any information we obtained prior to such change or amendment.

If you have any questions, please send us an email with privacyandsecurity@bose.com in the "From" field.

You may also contact us at 1-800-999-2673. Outside the US, call 1-508-766-1099.

Or send a letter to:

Bose Corporation
Online Commerce Group
P.O. Box 9168
MS 740
Framingham, MA 01701-9168

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Bose.com terms and conditions

Please review the following terms and conditions that govern your use of this website, and note that your use of our site constitutes your agreement to these terms and conditions. This website and all products or services offered on this website are intended for adults, and by making any purchase or submitting any information on this website you represent yourself as an adult. The purchase of any Bose products or services through this site is subject to separate terms and conditions of sale, which can be viewed on the various product and payment pages within this site. When used herein, the term "Bose" refers to Bose Corporation.

Geographic scope

This website is controlled and operated by Bose from its offices in Framingham, Massachusetts, in the United States of America. Bose may offer to sell products and services featured on this website in the US and its territories. Unless specified, Bose.com is available to visitors from outside the US for informational purposes only.

Price and availability

Some of the products and services featured on the site are displayed for promotional purposes only and may not be available for purchase through this site. All products and services offered for purchase on this site are subject to availability. The prices stated for such products and services are subject to change without notice.

Restrictions on use

Your use of this website is conditioned on your compliance with the following rules of conduct. You agree not to use this website or any information you obtain from this website:

- In connection with surveys, contests, pyramid schemes, chain letters, junk email, spamming, or any duplicative or unsolicited commercial messages
- To advertise, or offer to sell or buy any goods or services for any purpose
- To harvest or collect personally identifiable information about others

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Order acceptance

We reserve the right, at our sole discretion, to cancel or refuse any order for any reason at any stage of the online ordering process, including after an order has been submitted and whether or not the order has been confirmed. Some situations that may result in cancellation include limitations on quantities available for purchase, inaccuracies or errors in product or pricing information, or problems identified by our credit and fraud avoidance department. We may also require additional verifications or information before accepting any order. We will attempt to contact you if all or any portion of your order is canceled, or if additional information is required to accept your order. For your convenience, your credit card will not be charged until your order is shipped.

Resale

Purchases made on Bose.com are intended for end users only. Products sold through this site are not authorized for resale. The resale of or offer to sell a new Bose patented product without the authority of Bose is an infringement of Bose patent rights. Your submission of your order shall constitute your full acceptance of these restrictions on resale.

Sending gift messages

While using this website for the purpose of sending gifts or gift cards with personal messages to recipient(s), you agree to comply with all applicable laws, rules, and regulations. Bose reserves the right to use and share personal information submitted for the purpose of sending gifts or gift cards in accordance with the privacy statement available on this site and as otherwise permitted or required by applicable law.

Bose expects users of the optional gift messaging capability on this website to respect the rights and dignity of others, and your use of this service is conditioned on your compliance with the following rules of conduct. You agree not to use this website to send gift messages:

- In any manner that is or may be: (a) threatening, harassing, degrading, hateful or intimidating; (b) defamatory; (c) unlawful, fraudulent or tortious; (d) obscene, indecent, pornographic or otherwise objectionable; or (e) protected by copyright, trademark, trade secret, right of publicity or other proprietary right, without the express permission of the owner(s) of such right
- To impersonate any person or entity, including, but not limited to, any Bose employee, agent or representative, or to falsely state or otherwise misrepresent your identity or your affiliation with any person or entity
- To express or imply that Bose endorses any statement you make

Solicitations

Bose reserves the right to review and reject any solicitation for a quote.

Promotion guidelines

All offers are limited to purchases made from Bose and its participating authorized dealers. Purchases must be made during the specified promotional period to qualify.

Disclaimer of warranty and limitation of liability

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ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. Some jurisdictions do not allow the exclusion of implied warranties in certain circumstances, so the above exclusion may not apply to you. Bose is not responsible for any inaccuracies, typographical errors or any other mistakes on this site or in any content you may obtain from this site, and reserves the right to make corrections.

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Changed terms

Any Bose publication may include technical inaccuracies or typographical errors. Changes may be periodically made to these publications. These changes will be incorporated in new editions of these publications. Bose may make improvements and/or changes in the products and/or the programs described in these publications at any time without notice.

Submissions

Bose Corporation maintains an exceptionally strong commitment to research. Researching new technologies, incorporating the new technologies into products, and developing marketing strategies for our products may take several years. For example, the technologies embodied in our acoustic waveguide speaker technology and our active noise reduction headsets and headphones were in research and product development for many years before being introduced to the public.

We wish to avoid misunderstandings that could arise if a Bose product or marketing strategy bears even a superficial resemblance to an idea that was submitted to Bose during the development process. Bose or any of its employees do not accept or consider unsolicited ideas, including unpatented technologies, or marketing plans. Nor do we provide any compensation, in either cash or product, for unsolicited product ideas. If you still submit your ideas to us, you agree that such information shall be deemed to be nonconfidential, and that Bose shall have no obligation of any kind with respect to such information and shall be free to reproduce, use, disclose and distribute the information to others without limitation. Further, Bose shall be free to use any ideas, concepts, know-how or techniques contained in such information for any purpose whatsoever, including but not limited to developing, manufacturing and marketing products

incorporating such information. Notwithstanding the foregoing, our use of your personal information shall be governed by the privacy statement available on this site.

Product feedback policy and terms

We do welcome and value feedback on our existing products, and we make every effort to address questions or concerns that are raised by our customers. If you wish to comment on a Bose product or if you have a question about or concern with any of our products, please consult and follow the instructions provided in the "Contact us" section of Bose.com. Notwithstanding the foregoing, our use of your personal information shall be governed by the privacy statement available on Bose.com.

Any product feedback you provide to us shall be deemed non confidential and Bose shall be free to use such information on an unrestricted basis.

Privacy policy

Your use of this website is subject to the terms of the privacy statement available on this site.

Amendment and termination

Bose may amend or terminate these terms and conditions at any time and may do so immediately without notice. Any provision of these terms and conditions that by its nature is reasonably intended to survive beyond such termination shall survive.

Noncompliance with these terms and conditions

If at any time, in the sole discretion of Bose, you fail to comply with any provision of these terms and conditions, Bose reserves the right to deny you access or use of this website, and to otherwise pursue recourse against you to the full extent of the law. Upon any failure by you to comply with any provision of these terms and conditions, you must promptly destroy all materials downloaded or otherwise obtained from this site, as well as all copies of such materials, whether made in accordance with these terms and conditions or otherwise.

Miscellaneous

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