



## Repairs & Warranty Information

### Repairs

To help expedite your service request please follow these four steps:

1. Provide us with the following information.
  - First and Last name
  - Mailing address
  - Phone number
  - Model number / serial number
  - Retailer where the unit was purchased
2. Remove the batteries (if applicable) and pack the unit in a well-padded, appropriate box.
3. Don't forget to enclose a photocopy of your sales receipt, credit card statement, or other proof of purchase if available.
4. Send the unit prepaid and insured, to the Technical Support Center listed below.

iHome Tech Support  
1412 Broadway, 7th Floor  
New York, NY 10018

### Who is covered?

This limited warranty is non-transferable and covers only the original end purchaser. An original or copy of a sales receipt from the original iHome Authorized sales retailer is required for warranty service. This limited warranty does not cover products purchased through online auction websites. Online sales auction confirmations are NOT accepted for warranty verification.

### What is covered?

iHome Cases (“iHome”) warrants that this product (the “Product”) will be free from defects in workmanship and materials under normal use for as long as that item is being sold (“Limited Lifetime Warranty Period”).

### What is not covered?

- Normal wear and tear of Product use
- Misuse, lack of care, mishandling, accident, abuse or other abnormal use
- Use of the Product other than for its intended purpose
- Damage caused by improper or unauthorized repair or maintenance
- Product that has been modified or altered
- Any product that is not manufactured by iHome (including, without limitation, any non-iHome product that is used in connection with the Product)

## How to make a warranty claim:

Warranty claims must be made directly to:

iHome Tech Support  
1412 Broadway 7th Floor  
New York, NY 10018

View our [FAQs](#) for information on how to submit your warranty claim.

Once iHome receives your returned Product, iHome will evaluate your claim (typically within 7-10 business days) to determine whether the returned Product does not conform to this limited warranty. If iHome determines that there is no trouble found with your returned Product or the returned Product is not eligible for warranty service, iHome will ship the Product back to you, at iHome's expense. If iHome determines that there is a warranted defect in the Product, iHome will, at its option, remedy the defect as set forth below in this limited warranty. iHome is not liable for Products that are damaged or lost in transit to iHome. We recommend that you ship your returned products to iHome via a trackable shipment method. You are responsible for customs fees, including, but not limited to, taxes, duties and brokerage.

All products returned to iHome will be subject to review for authenticity. Products determined to be counterfeit will be confiscated and turned over to iHome's legal department for action. Counterfeit cases will not be returned and consumers should seek restitution from their original place of purchase.

**SOLE AND EXCLUSIVE REMEDY** Your sole and exclusive remedy for a breach of this limited warranty, and iHome's sole and entire liability is, at iHome's option, to repair or replace the defective Product or refund the purchase price of the defective Product within 30 days. Repair or replacement (including parts and labor and shipping costs) shall be made at iHome's expense. iHome reserves the right to send you a replacement product that is the same or of a similar style or a substitute equivalent that may not be of like kind (depending on availability). Replacement products will be furnished only on an exchange basis. Replacement products are warranted as above for the remainder of the original applicable Product warranty period.

## WARRANTY DISCLAIMERS

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## LIMITATION OF LIABILITY

IN NO EVENT SHALL iHome OR ITS SUPPLIERS SHALL BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES ARISING OUT OF THE USE OF THE PRODUCT, INCLUDING, WITHOUT LIMITATION, PROPERTY DAMAGE, LOSS OF VALUE OF THE PRODUCT OR ANY THIRD PARTY PRODUCTS THAT ARE USED IN OR WITH THE PRODUCT, OR LOSS OF USE OF THE PRODUCT OR ANY THIRD PARTY PRODUCTS THAT ARE USED IN OR WITH THE PRODUCT, EVEN IF iHome HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. iHome HAS NO LIABILITY FOR ANY DAMAGE OR DESTRUCTION TO CONSUMER ELECTRONICS DEVICES OR OTHER PERSONAL PROPERTY THAT ARE IN THE PRODUCTS, INCLUDING, WITHOUT LIMITATION, LAPTOPS, CELL PHONES, MP3 PLAYERS, DVD PLAYERS OR HANDHELD DEVICES, OR ANY LOSS OF DATA CONTAINED IN THE FOREGOING DEVICES. NOTWITHSTANDING ANY DAMAGES THAT YOU MIGHT INCUR FOR ANY REASON WHATSOEVER (INCLUDING, WITHOUT LIMITATION, ALL DAMAGES REFERENCED HEREIN AND ALL DIRECT OR GENERAL DAMAGES IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE), THE ENTIRE LIABILITY OF iHome AND ANY OF ITS SUPPLIERS SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY YOU FOR THE PRODUCT. SOME STATES AND/OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.