

## **Maxell Warranty Returns**

### **Maxell Consumer Products Warranty**

Maxell's Product Warranty covers defects in materials and workmanship (refer to the product packaging for the specific warranty coverage period), and *does not apply to normal wear or damage* due to accident, abnormal use, misuse, abuse, or neglect. This Warranty only applies to personal and individual use of the product and not for commercial, institutional, or any other use.

### **What to include with your return**

All products that are returned to Maxell for warranty replacement consideration must include the following:

- The defective item
- A description of the problem
- A valid return address (with zip code)
- A valid contact phone number



Please allow 7-10 business days from the date we receive your return for your replacement product to arrive. If replacement product has not arrived after 15 business days, please contact Maxell Warranty Returns at [warranty@maxell.com](mailto:warranty@maxell.com) for assistance with tracking your return. When contacting our Warranty Returns department, please include your first and last name, phone number, zip code and the approximate date your package was sent.

### **Check the status of an existing warranty return online**

Maxell consumers may now check the status of an existing warranty return claim online. Simply enter a phone number and zip code and the status of the warranty claim is instantly displayed.

Go to [http://www.maxell.com/WR/maxell\\_warranty\\_returns.html](http://www.maxell.com/WR/maxell_warranty_returns.html) for more information