

What if I want to return or exchange my yurbuds® ?

Please contact us before returning your product. Just as with your running shoes, achieving a proper fit with our unique Enhancers and learning the TwistLock™ motion is critical to success. Our Customer Service team is happy to assist you with any issues.

Purchased on yurbuds.com? – You may exchange your model (price differences apply) or return your yurbuds® to us for a full refund within 30 days purchase. However, you remain responsible for all shipping charges. Your Proof of Purchase must accompany all product exchange requests.

Purchased from Authorized Retailers of third parties? – Please refer to their refund, return and exchange policies.

Is there a warranty on my headphones?

Yes. Your product is covered based on product line by either a Lifetime Warranty or a 1 Year Limited Warranty.

Lifetime Warranty Product Lines – Limited Edition, Signature Series, Adventure Line, Inspire Duro, Inspire Pro, Female Inspire Pro, Focus Pro

1 Year Limited Warranty Product Lines – Personalized Series, Inspire, Inspire Talk, Female Inspire, Female Inspire Talk, Vivid Inspire, Focus, Focus Talk, Female Focus, Personalized, Armbands

What is the difference between the Lifetime and Limited Warranty?

Lifetime Warranty

yurbuds® purchased from authorized retailers are warranted against defects in materials and workmanship for the lifetime of the product. If a defect exists, yurbuds®, at its discretion and to the extent permitted by law will (1) repair the product at no charge, or (2) replace the product if it is irreparable. This warranty excludes damage resulting from abuse, accident, modifications or other causes that are not defects in materials and workmanship.

Limited Warranty

yurbuds earbud enhancers are warranted against defects in material and workmanship for a period of ONE (1) YEAR from the date of original retail purchase. If a defect exists, yurbuds®, at its option and to the extent permitted by law will (1) repair the product at no charge or (2) refund the original purchase price. This warranty excludes damage resulting from abuse, accident, modifications or other causes that are not defects in materials and workmanship.

How do I register my Warranty?

Register your Warranty

How do I file a Warranty Claim?

NEW! – Submit Request Online – US and Canada

