



## Product Warranty/Return Request Form

Please contact us at 1-877-838-4790 or via email ([service@acousticssheep.com](mailto:service@acousticssheep.com)) if we can help you with any technical issues related to your SleepPhones® or RunPhones® product (such as something not working or not fitting well).

**Warranty Replacement/Exchange:** If you feel the product is malfunctioning and it was purchased within a year, please remove the damaged parts from the headband and send them to us to be replaced. You may keep the undamaged parts i.e. headband. See complete ONE-YEAR LIMITED WARRANTY details below. If you would like a different size, an upgrade/downgrade, etc., we would be happy to accommodate your request. If there is an increase in price, please send a check made out to AcousticSheep LLC. If you are not located in the US and there is a difference in price, please contact [service@acousticssheep.com](mailto:service@acousticssheep.com). Our shipping address is below. Please be sure to indicate what you want back. We are unable to cover your shipping costs.

**Refund:** If for any reason you are not happy with your SleepPhones® or RunPhones® product you may return it for a full product refund (excluding shipping) at any time within 30 days from date of purchase. Please remember to include a copy of your receipt and all components of the product, such as the USB cable and chargers. We are unable to process refunds for purchases from third-party resellers on e-commerce sites like Amazon, eBay, etc. Please check with each reseller for their specific refund policy.

**Please complete and send in this form, along with a copy of your receipt, and the SleepPhones® or RunPhones® product for processing. We are unable to refund shipping costs. We advise tracking your return package to ensure proper delivery.**

You must include a copy of your receipt (i.e. an email from [SleepPhones.com](http://SleepPhones.com) or [RunPhones.com](http://RunPhones.com)) or your order number if it was purchased through our sites. If it was not purchased from one of our websites, print out the email receipt or make a copy of your store receipt and send it in. Without a receipt, we may not be able to process your request, especially in the case of a refund.

Product Return Request Form	
*DATE OF PURCHASE: _____	*CHOOSE ONE:
*PLACE OF PURCHASE: _____ <small>Store name &amp; location, website address, or catalog name</small>	<input type="checkbox"/> Warranty Replacement <input type="checkbox"/> Exchange <input type="checkbox"/> Refund
*YOUR NAME: _____	
*YOUR SHIPPING ADDRESS: _____ _____ _____	
	*YOUR PHONE NUMBER: _____
*YOUR EMAIL ADDRESS: _____	
*DETAILED REASON FOR EXCHANGE/REPLACEMENT/REFUND: _____ _____ _____ _____	
*REQUESTED RESOLUTION: _____ _____ _____	

Please allow 1 to 2 weeks (for US customers) or up to 6 weeks (for international customers) for shipping of the repair or replacement. If you have any questions, please email [service@acousticssheep.com](mailto:service@acousticssheep.com) or call 1-877-838-4790.

**Our Mailing Address:**  
AcousticSheep LLC  
2001 Peninsula Drive  
Erie PA 16506 USA

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