

BOSE LIMITED WARRANTY

Disclaimer: *this warranty shall be valid for all Bose Products purchased as from March 31, 2026*

1. DEFINITIONS

For the purposes of this warranty:

“Bose”	means Bose Corporation, of The Mountain, PO Box 9168, Framingham MA 01701-9168, USA, phone number 800-278-1083;
“Bose Accessories”	means genuine Bose accessories intended to enhance, extend or complement a Bose Product and that can be used along with such product but are not essential to its basic operation;
“Bose Products”	means all genuine Bose hardware products excluding (i) Replacement Parts, and (ii) any third party’s product that bears Bose sub-branding (e.g., “Powered by Bose” “Sound by Bose”, “Bose Professional”);
“Bose Passive, Non-powered Loudspeakers”	means Bose Products that are speakers which do not plug into an electric outlet or include any type of amplification;
“Bose Portable PA Products”	means Bose Products that are intended to amplify sound for public speaking, performances or events, and that have a direct wired connection capability to musical instruments or wireless connectivity via accessories to microphones or musical instruments (including but not limited to L1 Pro8, L1 Pro16, and L1 Pro32);
“Replacement Parts”	means Bose or Bose-provided component parts intended for use by consumers to replace original component parts that were provided in or with a Bose Product or a Bose Accessory, but which may have worn out over time or otherwise need to be replaced, including but not limited to cushions, ear tips and batteries;
“Service”	means any of the remedies under this warranty set forth in clause 5;
“Service Countries”	has the meaning ascribed to it in clause 6.

2. WHAT IS COVERED BY THE BOSE LIMITED WARRANTY

Bose warrants Bose Products, Bose Accessories and Replacement Parts (under the terms set out herein) against defects in materials and workmanship when purchased directly from Bose or a Bose authorized distributor/reseller and used in accordance with the information included in applicable Bose user manual(s) and instructions. This warranty is extended only to the original end-use purchaser or the person receiving the Bose Product, Bose Accessory or Replacement Parts as a gift and shall not be extended to any other person or transferee.

All claims made under this warranty will be governed by the terms set forth herein.

3. DURATION

This warranty is valid for a period of 1 (one) year from the date of original retail purchase for all Bose Products and Bose Accessories except in the following cases:

- (i) **Bose aviation headsets** - this warranty shall be valid for a period of 5 (five) years from the date of original retail purchase;
- (ii) **Bose Portable PA Products** - this warranty shall be valid for a period of 2 (two) years from the date of original retail purchase, and
- (iii) **Bose Passive, Non-powered Loudspeakers** - this warranty shall be valid for a period of 5 (five) years from the date of original retail purchase.

For all Replacement Parts, this warranty shall be valid for a period of 90 (ninety) days from the date of original retail purchase.

4. EXCLUSIONS

Without limiting or excluding your statutory consumer rights in any way, this warranty shall not apply:

- a) to cosmetic damages, including but not limited, to dents, scratches, broken plastic on ports, unless failure has occurred due to a defect in materials or workmanship;
- b) to damages caused by accident, exposure to liquids or other substances, abuse, misuse, unreasonable neglect or other external causes such as fires and earthquakes;
- c) to damages caused by service performed by anyone who is not a representative of Bose or a Bose authorized service provider;
- d) to damages caused by improper use or maintenance;
- e) to damages caused by normal wear and tear or otherwise due to the normal aging;
- f) to normal depletion of consumable parts such as batteries unless failure has occurred due to a defect in materials or workmanship;
- g) to damages caused by use with a third-party component or product that has not been specified by Bose in the user manual(s) or instructions;
- h) if any serial number or QR code has been removed or defaced;
- i) to a Bose Product, Bose Accessory or Replacement Part that has been modified or customized;
- j) if you cannot present proof of purchase upon request;
- k) to any third-party products or accessories even if packaged or sold with the Bose Products.

In addition, this warranty does not apply to any mobile application, firmware, or any other software, even if included or sold with Bose Products, Bose Accessories or Replacement Parts. Please refer to the software terms of use accompanying the software in Bose Products and Bose Accessories for details of your rights with respect to its use.

5. REMEDIES

In the case of a defect covered by this warranty, Bose (directly or through its authorized distributors or authorized service providers) will, at Bose's option:

- a) repair the Bose Product, Bose Accessory or Replacement Part using new or refurbished parts;
- b) replace the Bose Product, Bose Accessory or Replacement Part with an equivalent new or refurbished Bose Product, Bose Accessory or Replacement Part; or
- c) provide a partial or full refund of the original purchase price to you in exchange for return of the Bose Product, Bose Accessory or Replacement Part.

Transportation, shipping and insurance costs for the purpose of Service, as well as any import fees, duties or taxes, may be charged to you.

Bose does not warrant, represent or undertake that it will be able to repair or replace any Bose Product or Bose Accessory under this warranty without risk to and / or loss of information and / or data stored on the Bose Product or Bose Accessory.

A repaired Bose Product or Bose Accessory or replacement Bose Product or Bose Accessory provided under this warranty shall be covered by this warranty for the remaining duration of the original warranty under the terms set out herein or ninety (90) days from the date of replacement or repair, whichever provides longer coverage. If you receive a refund or replacement Bose Product or Bose Accessory under this warranty, the original Bose Product or Bose Accessory you returned to Bose becomes Bose's property.

Prior to providing warranty Service, Bose (or any of its authorized distributors/resellers or authorized service providers) may require you to provide proof of purchase details, including but not limited to a receipt or sales invoice.

6. RESTRICTIONS ON SERVICE

Service for Bose Products, Bose Accessories or Replacement Parts under this warranty shall be restricted to countries where Bose or its authorized distributors/resellers sell Bose Products (the "**Service Countries**"). Within the Service Countries, Service under this warranty shall be available regardless of the place of purchase (meaning a Bose Product or Bose Accessory or Replacement Part purchased in one Service Country may be serviced in another Service Country).

For warranty Service on covered defects during the warranty period, please click on the link www.bose.com/support/international for return and shipping instructions. Once at the landing page, click on 'Australia' or "New Zealand" as applicable to you for details of the address to which your claim for Service may be sent.

Information on how to make a claim under this warranty is available at www.bose.com/support/asia for Australia and www.bose.com/support/asia for New Zealand.

7. LIMITATION OF LIABILITY

NOTHING IN THIS CLAUSE 7 LIMITS, MODIFIES OR EXCLUDES YOUR STATUTORY CONSUMER RIGHTS. This limited warranty gives you specific rights that may vary by jurisdiction and that are in addition to other rights you may have under applicable laws, including your rights against the person who sold the Bose Product, Bose Accessory or Replacement Part to you. TO THE EXTENT PERMITTED BY LAW, HOWEVER, THIS WARRANTY AND THE REMEDIES SET OUT HEREIN ARE THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY BOSE IN RESPECT OF BOSE PRODUCTS, BOSE ACCESSORIES AND REPLACEMENT PARTS. BOSE DISCLAIMS ALL OTHER WARRANTIES WHETHER EXPRESS OR IMPLIED (INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT), AND TO THE EXTENT PERMITTED BY LAW, BOSE'S LIABILITY IN RESPECT OF BOSE PRODUCTS, BOSE ACCESSORIES AND REPLACEMENT PARTS SHALL BE LIMITED TO THE ORIGINAL PURCHASE PRICE. TO THE EXTENT PERMITTED BY LAW, BOSE IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF THIS WARRANTY INCLUDING BUT NOT LIMITED TO LOSS OF (I) USE, (II) ACTUAL OR ANTICIPATED PROFITS AND/OR SAVINGS (INCLUDING LOSS OF PROFITS ON CONTRACTS), (III) BUSINESS, (IV) GOODWILL, (V) REPUTATION, (VI) DATA OR (VII) PROGRAMS.

8. IMPORTANT NOTICES REGARDING YOUR CONSUMER RIGHTS – AUSTRALIA

The benefits given to you in this limited warranty are additional to, and do not detract from, any rights and remedies that you may have under Australian consumer protection laws. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This manufacturer's warranty is not intended to:

- a) change or exclude any statutory consumer rights that cannot be lawfully changed or excluded; or
- b) limit or exclude any right you have against the person who sold the Bose product to you if that person has breached their sales contract with you.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

8. IMPORTANT NOTICES REGARDING YOUR CONSUMER RIGHTS – NEW ZEALAND

The benefits given to you in this limited warranty are additional to, and do not detract from, any rights and remedies that you may have under the Consumer Guarantees Act 1993.