



[Support Overview](#) [Returns and Warranty](#)

Warranty

# Replacing your product under warranty

Before requesting a replacement, you may read through [our support materials and FAQs](#). If your questions are not answered, please [reach out to our experts](#) for personal assistance and troubleshooting. If you still need to replace your product, please follow these steps:

Have your purchase receipt or order confirmation handy

Fill in the form below as complete as possible for the quickest processing

Customer Service Specialist will contact you for the next steps

Note: the Warranty Card provided with your JBL product contains the full terms and conditions of your warranty.

Unless a different warranty period is stated in the Warranty Card provided with your JBL product, JBL warrants for a period of 1 year (5 years for any non-powered speakers) from the date of retail purchase by the original end-use purchaser, that this product, when delivered to you in new condition, in original packaging, from a JBL authorized reseller and used in normal conditions, is free from any defects in manufacturing, materials and workmanship. Refer to the Warranty Card provided with your JBL product for specific details including what is not covered along with other terms and conditions.

## Warranty Exchange

First Name

Last Name

Street

City

State

Postal/Zip code

Email Address

Product  Product not listed

Type part of your product name...

Version/color

Please select your product first... ▼

## Have you checked this?

### Manuals & Documentation

#### Owner's Manuals



#### Quick Start Guide



### Most popular FAQs

Need to see all support for the product?

[Visit the support page](#)

#### Serial Number

Place of purchase

Please select one ▼

Case number (if you already have one)

Description of issue/problem (Please provide as many details as possible)

Submit

[Order Status >](#)

[Product Support >](#)

[Returns and Warranty >](#)

[Knowledge base >](#)

## Can't find what you are looking for?

Please note that our customer service center will be closed for maintenance on Saturday and Sunday, September 16th & 17th, and will re-open on Monday, September 18th. We apologize for the inconvenience



## Call us

### Talk to a product expert

Call us now at: [\(800\) 336-4525](tel:8003364525)

Mon - Fri: 9:00 a.m. - 11:00 p.m. (ET)

Sat - Sun: 9:00 a.m. - 5:00 p.m. (ET)

Our phone support is currently closed. Please submit an email or give us a call during business hours: [\(800\) 336-4525](tel:8003364525)

Mon - Fri: 9:00 a.m. - 11:00 p.m. (ET)

Sat - Sun: 9:00 a.m. - 5:00 p.m. (ET)

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## **E-mail us**

**365 days a year**

We will respond within 1 business day.

**[Send e-mail to support](#)**

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## Chat with us

**Mon - Fri: 9:00 a.m. - 11:00 p.m. (ET)**

**Sat - Sun: 9:00 a.m. - 5:00 p.m. (ET)**

Our friendly product experts are ready to help you in real time. Chat with them today.

[Chat with support](#)

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**Sign up for the JBL**

Sign Up