

OpenRock

Warranty

OpenRock sticks to the tenet of "quality first, customer foremost".

You can claim your 24 monthly warranty by submitting below form, or contact us at info@openrock.com. Free replacement of the defective headphones can ONLY be requested ONCE during 24 months warranty period. We have a QA team to check your order products before they are packed and sent, but sometimes a return or an exchange is necessary. If you are not satisfied with your purchase, please take advantage of our return and refund policy.

Regarding the problems not mentioned below, please email info@openrock.com.

The warranty does not cover damage caused by accident, misuse, abuse, neglect, lightning, power surges, unauthorized product modification, or repairs. This warranty covers the replacement of the broken unit at our discretion. If it's not the product quality itself, unfortunately, we can't offer you a refund or exchange.

Address: 2846 REGISTER 02 633 WEST FIFTH STRE, LOS ANGELES, CA 90071, United States

E-mail: info@openrock.com