

# Refund Policy

## Overview

At Siremix GmbH, our commitment to excellence knows no borders. We recognize the vast tapestry of our customer base that spans across every corner of the globe, each with its unique market conditions and regulatory environments. Our dedication to delivering high-quality audio products is matched by our resolve to provide a customer experience that is both accommodating and fair, tailored to meet the diverse expectations and requirements of our international clientele. Consequently, our refund policy and warranty specifics are designed with a global perspective, thoughtfully calibrated to respect the nuances of international commerce while ensuring equitable treatment for customers, reflecting the distinct contexts of different countries.

### 30-Day Money-Back Guarantee

We offer a 30-day money-back guarantee on all our products. If you are not entirely satisfied with your purchase, you have 30 days from the date of receipt to request a refund without justification.

**To be eligible for a return and refund, the following conditions must be met:**

- The item must be in its original, unused condition, including all original packaging and accessories.
- You must provide proof of purchase or an order number.
- The refund request must be made within 30 days from the date of receipt.

### Refund Process

To initiate a refund, please follow these steps:

1. Contact our customer service team via [info@siremix.com](mailto:info@siremix.com) with your order number and an optional reason for return.
2. Our team will provide you with a Return Merchandise Authorization (RMA) number and return instructions.
3. Pack the item securely and include any related accessories and documentation.
4. Ship the item to the address provided by our customer service team.

Please note that customers are responsible for return shipping costs. We recommend using a trackable shipping service to ensure the item reaches us.

### Refunds

Once we receive and inspect your returned item, we will notify you of the approval or rejection of your refund. If approved, your refund will be processed, and a credit will

automatically be applied to your original method of payment within a certain amount of days, depending on your card issuer's policies. As a general rule, this time period is usually completed within 2-days.

## **Warranty**

All our audio products come with a 3-year warranty from the date of purchase, covering manufacturing defects and failures. This warranty does not cover damages caused by accidents, misuse, or normal wear and tear.

To claim a warranty, please contact our customer service with your order number and a detailed description of the issue. We may request additional information or photos to process your warranty claim. If your claim is approved, we will repair, replace, or refund the item at our discretion.

Products supply by third party is subject to its own warranty term.

## **Exclusions**

The following are not covered by our refund policy or warranty:

- Products purchased from unauthorized resellers.
- Damage resulting from abuse, misuse, accidents, or alterations.
- Products without proof of purchase or beyond the applicable refund or warranty period.

## **Handling Duties, Taxes, and Import Fees in Refunds**

### **International Returns and Refunds**

For international returns (outside the countries of our warehouses which are all countries except China and Germany), besides the product cost, there are additional factors such as shipping costs, handling fees, duties, taxes, and import fees that might affect the refund process. Here's how we handle these:

### **Duties and Taxes**

**For Customers:** Customers are responsible for all customs duties, taxes, and any other import fees imposed by their country. These fees are not included in the refund of the product price or shipping costs.

**Refunds:** When a refund is processed for an international order, Siremix GmbH will refund the amount paid for the returned product(s) minus any shipping fees initially paid by us. Customs duties, taxes, and any other import fees are non-refundable through Siremix GmbH. We recommend contacting your local customs office for information on recovering these costs; in some cases, it may be possible to obtain a refund of duties and taxes for returned items.

## Shipping and Handling Costs

Shipping costs for returning the item, unless due to an error on our part, are the responsibility of the customer. This includes any additional costs for shipping insurance or tracking numbers.

For items that are returned due to our error, we will cover the return shipping costs and any associated handling fees. This does not include customs duties, taxes, or any other import fees.

## Processing International Refunds

To process a refund for an international order, the customer should first contact our customer service team to initiate the return and receive instructions specific to their country.

Once the return is received and inspected, refunds will be processed according to our standard policy, with the specific deductions outlined above.

## Recommendations

**Documentation:** Keep all documentation related to customs, duties, and taxes. This documentation may be required to process a return or exchange.

**Contact Local Authorities:** For advice on recovering duties and taxes for returned items, contact your local customs office.

## Additional Information

Customers are encouraged to consider these potential costs when making international orders. Siremix GmbH aims to be transparent about the potential additional fees involved in international shipping but cannot provide specific tax or duty estimates as these vary by country.

*For more details or if you have any questions, please contact our customer support.*

### Contact Us

For more information, questions, or concerns regarding our refund policy or warranty, please contact our customer service at [info@siremix.com](mailto:info@siremix.com).