



**Retailer Product Returns Record**

<b>Retailer :</b>	<b>Contact:</b>
<b>Invoice number:</b>	

Please fill out the below form for **ALL** returns. This document along with proof of purchase needs to be returned to your supplier in event of **ALL** faulty claims.

**Fault Codes** - Fault Codes to be used in Column "Item Code" as follows:

Fault Code	Description	Fault Code	Description
F1	Bluetooth Connection	F11	Static Feedback
F2	Dead Battery	F12	Battery Issue – Won't Turn On or Take a Charge
F3	One Earbud Not Working	F13	Battery Life Isn't as Long as Advertised
F4	Broken Ear Stem	F14	Bad/Tiny Sound Quality
F5	Logo Piece Fell Off Earbud	F15	Microphone Not Working
F6	Charging Port Cover Won't Stay In	F16	Bluetooth Issue
F7	Volume Button Stopped Working	F17	Melted Control Box
F8	Damaged Plastic	F18	Short Causing High Pitch Noise
F9	Broken Ear Wire	F19	Empty Box
F10	Broken Wire to Control Box	F20	Not Satisfied within 30 Days of Purchase

**Returns Information**

<u>Item Code :</u> <u>(IT-..)</u>	<u>Date of Purchase</u>	<u>Date of Return</u>	<u>Fault Code</u>	<u>Quantity</u>	<u>Comment / Issue</u>

Please return this document with any ISOtunes® in faulty claims to:

Zodiac Sverige AB  
Krossgatan 29  
162 50 VÄLLINGBY

**Warranty:**

**\*1 Year Warranty & Defective Product Exchanges**

All ISOtunes® product come with a 1-year guarantee against defects in material and workmanship. The warranty does not cover damage by misuse, abuse or unauthorized modifications. We will provide a free exchange for customers who experience defective products within 12 months of purchase