



## Product/Warranty Return Request Form

Please contact us at 1-877-838-4790 or [service@acousticssheep.com](mailto:service@acousticssheep.com) for assistance with any technical issues related to your SleepPhones® or RunPhones® product such as something not working or not fitting well.

**Warranty Replacement/Exchange:** If you purchased from an authorized dealer within the last year and the product is malfunctioning, remove and send us only the damaged parts (you may keep the undamaged parts). If you would like a different size, an upgrade/downgrade, etc., we would be happy to accommodate your request. If there is a difference in price we will issue a refund or request you send a check made out to AcousticSheep LLC. Contact customer service by phone at 1-877-838-4790 or by email to [service@acousticssheep.com](mailto:service@acousticssheep.com) for details.

See complete [One-Year Limited Warranty](#) details.

**Refund:** If for any reason you are not happy with your SleepPhones® or RunPhones® product you may return it for a full product refund (excluding shipping) within 30 days from date of purchase. Please include a copy of your receipt and all components of the product, such as the USB cable and chargers. We are unable to process refunds for purchases from unauthorized dealers or third-party resellers on e-commerce sites like Amazon, eBay, etc. Please check with each reseller for their specific refund policy.

Please complete and send in this form, along with a copy of your receipt, and the SleepPhones® or RunPhones® product for processing. **We are unable to refund shipping costs.**  
We advise tracking your return package to ensure proper delivery.

YOU MUST INCLUDE A COPY OF YOUR RECEIPT, i.e. an email from [SleepPhones.com](http://SleepPhones.com) or [RunPhones.com](http://RunPhones.com), or your order number if it was purchased through our sites. If it was not purchased from our sites, print out the email receipt or make a copy of your store receipt and send it in. Without a receipt from an authorized dealer, we may not be able to process your request, especially in the case of a refund.

Product Return Request Form	
*DATE OF PURCHASE: _____	*CHOOSE ONE:
*PLACE OF PURCHASE: _____ <small>Store name &amp; location, website address, or catalog name</small>	<input type="checkbox"/> Warranty Replacement
	<input type="checkbox"/> Exchange
	<input type="checkbox"/> Refund
*YOUR NAME: _____	
*YOUR SHIPPING ADDRESS: _____ _____ _____	
	*YOUR PHONE NUMBER: _____
*YOUR EMAIL ADDRESS: _____	
*DETAILED REASON FOR EXCHANGE/REPLACEMENT/REFUND: _____ _____ _____ _____	
*REQUESTED RESOLUTION: _____ _____ _____	

Please allow 1 to 2 weeks (for US customer) or up to 6 weeks (for international customers) for shipping of the repair or replacement. If you have any questions, please email [service@acousticssheep.com](mailto:service@acousticssheep.com) or call 1-877-838-4790.

**Our Mailing Address:**  
AcousticSheep LLC  
2001 Peninsula Drive  
Erie, PA 16506 USA

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email: [admin@acousticssheep.com](mailto:admin@acousticssheep.com) | [www.SleepPhones.com](http://www.SleepPhones.com) | [www.RunPhones.com](http://www.RunPhones.com)