



<p><b>Warranty Card</b></p> <p><b>Service Types:</b></p> <p>Exchange <input type="checkbox"/> Return <input type="checkbox"/> Repair <input type="checkbox"/></p> <p>Name _____</p> <p>Contact Number _____</p> <p>Address _____</p> <p>Seller's Name and Address _____</p> <p><b>Product Information:</b></p> <p>Product Name and Model _____</p> <p>Replacement and Repair Records _____</p> <p>Lea mail address: <a href="mailto:leamail@leashen.com">leamail@leashen.com</a>          A208015, 151, Bullocky, Hualley Interiors Co., LTD          Service hotline: 0753-7069591          Official website: <a href="http://www.leashen.com">www.leashen.com</a></p>	<p><b>Troubleshooting Guide</b></p> <p><b>No Sound in Headphones</b></p> <p>Confirm that the headphones are in working condition.</p> <p>Check if the volume of the headphones is appropriate.</p> <p>Ensure that the headphones are properly connected to the phone.</p> <p>Confirm that the headphones are within the normal operating range.</p> <p><b>Poor Call Quality</b></p> <p>Confirm if the smart device is in an area with a strong signal.</p> <p>Ensure that the headphones are within the effective range of 10 meters and without obstacles.</p> <p>Check if the headphones are connected to other phones previously connected. Disconnect if already connected, otherwise, clear the connection.</p> <p>Confirm that the headphones are powered on or not, place the headphones back into the case and close the top again before searching for Bluetooth names.</p>	<p><b>Troubleshooting Guide</b></p> <p><b>Headphones Unable to Charge When Power Is Charging Case</b></p> <p>Check if the charging case has placed in the charging case has no indicator light when the headphones are placed inside.</p> <p>Check if the headphones are fully charged.</p> <p>Check if there is a abnormal contact between the headphones and the charging case.</p> <p>Check if the indicator light on the charging case lights up for a seconds after placing the headphones inside. If the power light does not come on or the red light stay on, it indicates an issue, and charging it is not possible.</p> <p>Check if the charging pins on the headphones and charging case are dirty or have foreign objects. Clean them with an eraser.</p> <p><b>Charging Headphones Unable to Charge or Unable to Disconnect</b></p> <p>Confirm if the charging case has power (same as mentioned above).</p> <p>Confirm that the headphones make good contact with the charging case and enter the charging state (same as mentioned above).</p> <p><b>Information</b></p> <p>1. Compatible with Bluetooth devices with IOS 9.0 or above and Android 4.0 or above.</p> <p>2. Before purchase, verify compatibility with your phone.</p> <p>3. For information on how to use the headphones, please see the user manual.</p> <p>If you have any questions or customer service.</p>	<p><b>Precautions</b></p> <p>Avoid squeezing, squeezing, or puncturing the product to prevent internal short circuits and overheating.</p> <p>Do not disassemble or modify the product, insert foreign objects or immerse it in water or other liquids to prevent short circuits, overheating, fire, or electric shock.</p> <p>The optimal operating temperature range for the product is 0°C to 40°C.</p> <p>Avoid exposing the product to high temperatures or placing it near heat sources such as stoves, heaters, microwaves, ovens, or water heaters.</p> <p>Magnetic fields may be harmful to implanted devices with pacemakers and defibrillators. Patients with implanted devices are advised to avoid use of all but one electronic device at a time and to consult their doctor.</p> <p>The product is not a human-made performance product, and prolonged wearing of headphones is prohibited to prevent hearing damage.</p> <p>Do not use headphones in situations requiring particular attention (e.g., while driving).</p> <p>Keep the headphones away from fire and avoid placing it in damp locations to prevent affecting the internal circuit.</p> <p>Do not use headphones if already connected to the headphones in the charging case before use.</p> <p>If the phone does not connect to Bluetooth, perform a reset operation before searching again.</p> <p>Confirm that the headphones are powered on or not, place the headphones in the charging case to reactivate before use.</p> <p>If there are errors on internal system, please contact us in the product, visit the official website.</p>	<p><b>After-Sales Service Guarantee</b></p> <p>Thank you for choosing EARTOUS products. When you encounter any non-human damage performance failures during the use of EARTOUS products, you are entitled to request replacement, and return service customers (referred to as "Three Guarantees"). To protect your legal rights, please keep the Three Guarantees certificate, invoice, or other purchase receipt as evidence.</p> <p>Three Guarantees period for the product starts from the date you received the goods.</p> <p><b>Three Guarantees Service Content</b></p> <p>1. Within 7 days from the date of receipt, if the received product is intact, the product packaging and accessories are complete, there is no non-human damage performance failure, and the product is able to fully refund according to the invoice and receipt.</p> <p>2. No Three Guarantees certificate and specification, or if the product has a one-time full refund from the date of receipt.</p> <p>3. From the 8th day to the 15th day from the date of receipt, if the product has a non-human damage performance failure, failure due to the use of the product with the same model and specification or a free repair.</p> <p>4. From the 16th day to 1 month from the date of receipt, if the product has a non-human damage performance failure, failure due to the use of the product with the same model and specification or a free repair.</p> <p>5. From the 1 month to 12 months from the date of receipt, during the free repair period, if the product cannot be used normally after repair, please return it and confirmed by EARTOUS, we will give a free replacement of the same model and specification with the same warranty.</p> <p>6. For return on internal system, please contact the responsibility of the seller.</p>	<p><b>7-day return</b> <b>15-day exchange</b> <b>6-month warranty</b></p> <p><b>How to Obtain Three Guarantees Service</b></p> <p>To protect your legal rights, please visit an authorized EARTOUS service center or contact EARTOUS customer service. When you request Three Guarantees service, you need to provide the following information:</p> <p>1. The original invoice or other valid purchase certificates (including the invoice).</p> <p>2. A valid Three Guarantees certificate.</p> <p><b>Cases Not Covered by the Three Guarantees Service</b></p> <p>1. The Three Guarantees certificate is damaged or lost.</p> <p>2. No Three Guarantees certificate, valid invoice, or other valid purchase certificates.</p> <p>3. The Three Guarantees certificate model does not match the product.</p> <p>4. Damage caused by not following the User Manual instructions for use, maintenance, or using non-original accessories.</p> <p>5. Unauthorized repairs, alterations, as well as misuse, collision, falling, squeezing, liquid ingress, corrosion, water damage, fires, etc.</p> <p>6. Defects caused by normal wear and tear or aging of the product.</p> <p>7. Products that are not in the original packaging, product labels, seals, and serial numbers (SN).</p>	<p><b>Paid Service Guarantee</b></p> <p>If the product does not meet the "Three Guarantees" service conditions, but requires repair, EARTOUS will calculate the appropriate repair cost based on component and labor costs. After obtaining your consent, EARTOUS will provide you with product repair services.</p> <p><b>LEA Cautions</b></p> <p>This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) The device may not cause harmful interference, and (2) the device must accept any interference that may be received, including interference that may cause undesired operation.</p> <p>Any change or modification not expressly approved by the party responsible for compliance with these conditions may void the user's authority to operate the equipment.</p> <p><b>NOTE:</b> The equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of FCC Rule 15. This device does not generate or use radio frequency energy, and it neither radiates nor receives electromagnetic energy. This equipment complies with FCC radiation exposure limits set forth for uncontrolled environments. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of FCC Rule 15. 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