



PELTOR™

3M™ PELTOR™ Protection & Communication Solutions Repair and Warranty (U.S.)

3M Company is ready to assist you with your 3M PELTOR service and support needs. Carefully read the information below.

3 Easy Steps

Step 1: Call a 3M representative.

- PELTOR Technical Support & Repair, call (800) 665-2942 (Option #1 for Technical Service or Option #3 for Repair) or uspeltorservice@mmm.com.

Step 2: If your PELTOR product requires service or repair, determine if it is under warranty. Warranty for most products is 1 year from date of purchase. If a purchase receipt is unavailable, a determination may be possible by providing 3M with the serial number of the product (see Appendix A for 3M Warranty Policy).

Step 3: Follow these shipping instructions for both warranty and non-warranty service and repair. Non-warranty repairs require 3M evaluation before a repair cost is provided.

- Ship your product (carefully packaged with bubble wrap in crush-proof cardboard box) to the following address:

3M PELTOR
Atten: Repairs Department
4320 Goldmine Road
Monroe, NC 28110

- Include inside the box, the following information via this [Customer Repair Form](#):
 - Your name
 - Your return address
 - Your phone number & email
 - Copy of the purchase if a warranty repair
 - A detailed description of the issue

3M Shipping Policy

For warranty repair, customers will receive a shipping label to send the item back to the 3M PELTOR Protection & Communication Solutions Repair Center and 3M will also incur the cost of returning the repaired item back to the customer. For non-warranty repair, the customer is responsible for the cost of shipping.

If the Service Department does not receive a repair authorization within 45 days after estimate, we will return the product to you unrepared.

Thank you for your continued loyalty and we look forward to servicing your 3M PELTOR product.

Appendix A

Warranty

3M warrants products to be free of defects in material and workmanship for a period of one (1) Year from the date of original purchase (the "Warranty Period") except for the EARbuds Headphones (90-day limited warranty). **Dated proof of purchase such as a bill of sale is required to establish warranty eligibility.** If the product fails to perform due to a defect in materials or workmanship during the Warranty Period, 3M will repair or, at 3M's option, replace the merchandise with the same or comparable item at no charge to you for parts or labor. All repairs are warranted for 90 days against the same material defect or for the remainder of the original warranty.

This warranty does not cover (a) damage due to acts of nature, including but not limited to, lightning, wind, or flood; (b) damage due to accident; (c) damage due to neglect, abuse, misuse, improper installation, mishandling, or failure to follow instructions provided in the product's Owners Guide; (d) damage resulting from alteration, improper maintenance, or repair by other than 3M PELTOR authorized agent; (e) labor charges for installation, or for removal and reinstallation of the item for servicing; and/or (f) non-rechargeable batteries, consumables, and normal wear parts. **REPAIR OR REPLACEMENT AS PROVIDED IN THIS EXPRESS WARRANTY IS THE PURCHASER'S EXCLUSIVE WARRANTY REMEDY. IN NO EVENT SHALL 3M BE RESPONSIBLE FOR ANY LOSS OR DAMAGE, INCLUDING DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OR INABILITY TO USE THIS PRODUCT.**

In the event any 3M Personal Safety product is found to be defective in material, workmanship, or not in conformity with any express warranty for a specific purpose, 3M's only obligation and your exclusive remedy shall be at 3M's option, to repair, replace or refund the purchase price of such parts or products upon timely notification of the issue by you and substantiation that the product has been stored, maintained and used in accordance with 3M's written instructions. **EXCEPT WHERE PROHIBITED BY LAW, THIS WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY EXPRESS OR IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR OTHER WARRANTY OF QUALITY, OR THOSE ARISING FROM A COURSE OF DEALING, CUSTOM OR USAGE OF TRADE, EXCEPT OF TITLE AND AGAINST PATENT INFRINGEMENT.** 3M has no obligation under this warranty with respect to any product that has failed due to inadequate or improper storage, handling or maintenance; failure to follow product instructions; or alteration or damage to the product caused by accident, neglect, or misuse.

Personal Safety Division

3M Center, Building 235-2W-70
St. Paul, MN 55144-1000

3M PSD products are
occupational use only.

In United States of America

Technical Service: 1-800-243-4630
Customer Service: 1-800-328-1667
3M.com/workersafety

In Canada

Technical Service: 1-800-267-4414
Customer Service: 1-800-364-3577
3M.ca/Safety

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