

Terms and Conditions - USA

Terms	Standard dealer terms apply based on dealer classification. Please refer to your current dealer letter. Prompt payment discount is valid on orders paid cash in advance. Prompt payment discount is not honored on orders paid by credit card. Prompt payment discount is available on product only and cannot be taken on freight. Sennheiser reserves the right to apply a 3% processing fee for invoices paid by credit card.
COD Orders	COD orders are not accepted.
Minimum order value	Orders below \$100.00 will incur an additional \$10.00 handling fee.
Freight	F.O.B. manufacturer designated warehouse. Orders totaling more than \$3,000.00 dealer actual cost receive free ground shipping. Same day orders to be shipped overnight must be processed by 2 PM EST with confirmation. Additional charges will be added for expedited shipping.
Drop Shipments	Orders requested to be shipped to a third party (drop shipments) will incur a \$50.00 handling fee. Drop shipments for accounts classified as Distributors will not be permitted.
MAP Policy	Please contact your Sales Manager for a copy of our Sennheiser/Neumann Professional Headphone & Microphone Minimum Advertised Price Policy.
Territory	It is Sennheiser Electronic Corporation's (SEC) policy to sell its products to US dealers/distributors for resale only within the United States. SEC's policy does not authorize its US dealers/distributors to solicit, sell or lease its products outside of the United States this includes Amazon or other third-party marketplaces. SEC's policy also strictly prohibits the sale of its products to US dealers/distributors for resale to another dealer or distributor without permission. Any exceptions to SEC's policy require the prior written approval of the Vice President of Sales Pro Audio or Business Communication at SEC.
Returns	<p>Sennheiser reserves the right to approve or deny all return requests. To initiate a return for credit or exchange, a Return Authorization (RA) number is required. RA numbers are valid for 30 days from the date of issuance. Returns without a valid RA number will not be accepted. All returns are subject to a minimum 20% restocking fee, unless a new order of at least double the value of the return is placed at the time of the RA request. Returned products must be in A stock condition: unopened, in pristine packaging, and without any third-party labels to qualify for credit or exchange. Products that do not meet these conditions will be rejected and may incur processing fees. Obsolete, special order items, closeout, B-stock, discontinued, and modified products are not eligible for return.</p> <p>Authorized Dealers may request a return of the product up to 90 days based on the conditions outlined above from the date shipped from Sennheiser. Reports of discrepancies in shipments must be made within five (5) business days upon receipt of merchandise.</p> <p>For any further questions or assistance, please contact you Sales Manager.</p>
Warranty	Sennheiser products: 2 years; Wired evolution products: 10 years; TeamConnect Ceiling: 5 years; Neumann products: 2 years. For additional information regarding service in the

Americas region please see the following link: <https://www.sennheiser.com/en-us/support/service-partners-AMER>

Consumer Alert

Most users do not need a license to operate a wireless microphone system. Nevertheless, operating a microphone system without a license is subject to certain restrictions: the system may not cause harmful interference; it must operate at a low power level (not in excess of 50 milliwatts); and it has no protection from interference received from any other device. Purchasers should also be aware that the FCC is currently evaluating use of wireless microphone systems, and these rules are subject to change. For more information, call the FCC at 1-888-CAII-FCC (TTY: 1888TELLFCC) or visit the FCC's wireless microphone website at: <https://www.fcc.gov/wireless/bureau-divisions/broadband-division/wireless-microphones>

For assistance with frequency coordination in the USA please consult the Sennheiser Frequency Finder: <https://wff.sennheiser.com/>