**Task 2:**

1)

**User Input:**

**What consoles are compatible with my plyr1 headset?**

**Top Ten matches:**

* ./training/faq4.txt

**what consoles are compatible with my plyr1 headset?**

the plyr1 headset is fully compatible (game audio and voice chat capabilities) with the following gaming platforms: playstation 4, playstation 3, xbox 360, pc (optical out required) and mac computers. the plyr1 is compatible with the xbox one for in game audio only. for setup details, please select the link for your system below.

* ./training/faq5.txt

**what consoles are compatible with my plyr2 headset?**

the plyr2 headset is fully compatible (game audio and voice chat capabilities) with the following gaming platforms: playstation 3, xbox 360, pc and mac computers. the plyr2 is compatible with the playstation 4 for in game audio only.

* ./training/faq6.txt

**which consoles are compatible with my slyr headset?**

the slyr headset is fully compatible (game audio and voice chat capabilities) with the following gaming platforms: playstation 4, playstation 3, xbox 360, pc and mac computers. for setup details, please select the link for your system below.

* ./training/faq16.txt

**can i modify the address on my order after it has been placed?**

unfortunately, orders placed on skullcandy websites are packaged and ship immediately. address changes are not available after clicking submit on the order screen. in certain cases, when an expedited shipping option is the chosen method, we may be able to change an incorrect or incomplete address after the order has been shipped. if the order is eligible, any ups fees associated with the address correction will be the responsibility of the customer. please note, if you have chosen a “free shipping” option, changes cannot be made to your order.

* ./training/faq23.txt

**what products can i order using my warranty coupon code?**

warranty coupon codes are only valid for the purchase of qualifying skullcandy products. pre-order products or newly released products do not qualify for use with warranty coupon codes. other products that do not qualify include customized and limited edition headphones, customized edit aviators, footwear, and some soft goods and accessories.

* ./training/faq24.txt

**why can't i add product to my cart?**

products with no “add to cart” button are out of stock. our website catalogues many of our products, current and discontinued. not everything you see on our site will be available to order.

* ./training/faq39.txt

**how far can you go away from your phone till the bluetooth starts cutting out and also would this be good for working out in the gym beacause thats wear ill be mainly using them for?**

my experience with this has been very good. the bluetooth connection really will vary though, because it also depends on the quality of the signal of the transmitter (in the phone). having said that, these headphones have worked very well for me and my son (iphone and note 5). we can use them between multiple floors in our house, including down in the basement. i have a small house, but i would say at least 50 feet of consistent connection (may be farther, but thats about as far as i need). as for the gym, it probably depends on what you are doing (jogging vs lifting, etc). they are kinda bulky (not overly heavy, just large), and would probably be cumbersome and get pretty sweaty too if it was anything high intensity.

* ./training/faq13.txt

**how do i use my discount code?**

from your cart or the order summary in checkout, enter the code and click "apply". your order will update with the code applied when the code is valid against your order details. in some cases, coupon codes may void existing promotions that have already been applied.

* ./training/faq17.txt

**when will my order ship?**

after an order is placed, it can take 1-2 business days to leave our warehouse. business days are currently defined as monday – friday. please keep in mind; orders placed after 4pm mst or on a weekend will begin processing the following business day.

* ./training/faq26.txt

**what are the back to school backpack gift with purchase stipulations?**

receive a free skullcandy hiker roll top backpack with any purchase over $125. backpack will be automatically added to cart when product is added. valid for all qualifying orders made after 8.6.2017, on skullcandy.com, while supplies last. limit one backpack per order. promotion threshold is based off of the final order value after coupon/discounts have been applied. the skullcandy rolltop hiker backpack is not included under any skullcandy warranty.

**2)**

**User Input:**

**Are these headphones loud as the beats studios wireless ?**

**Top Ten matches:**

* ./training/faq50.txt

**are these headphones loud as the beats studios wireless ?**

yes, they are just as loud and they have way more bass than the "beats" with an adjustable dial!

* ./training/faq48.txt

**do these have better range than the 'inked' wireless?**

i had the ink'd wireless but returned them because of the range issues. i got the smokin buds 2 wireless which don't have as good of battery life but much better range. a couple of days ago, i bought the method wireless to try out and i would definitely say that the range is better than the ink'd. maybe not as good as the smokin buds 2 but definitely better. i love the way these fit and the sound is incredible for the price. these are my favorite wireless headphones so far.

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* ./training/faq49.txt

**can you use these to listen to tv?**

yes, this is exactly what i use them for. my husband is hard of hearing and likes to watch tv all during the night. i am unable to hear the tv anymore since he has the headphones.

they are wireless and very much worth it for me.

* ./training/faq40.txt

**does these headphones have mic muting switch?**

yes they do, you have a switch on the left side of the headphones to switch the mic off.

* ./training/faq41.txt

**why skullcandy?**

skullcandy is a leading audio brand that reflects the collision of the music, fashion and action sports lifestyles. our brand and distinctive logo symbolizes youth and rebellion, and embodies our motto, "every revolution needs a soundtrack." founded on innovation, we fuse bold color schemes, loud patterns, unique materials and creative packaging with the latest audio technologies and innovative functionalities to create new and unique products. our headphones feature our distinctive skullcandy sound and leading edge design. we offer a wide array of styles and price points and are expanding our brand into complementary audio products and accessories.

* ./training/faq15.txt

**can i cancel my order?**

as we strive to get orders shipped as quickly as possible, there is only a short period of time to make a change. once an order has reached the “processing” phase, changes cannot be made. for immediate assistance concerning this issue, please call 888.my.skull (697-5855), monday – friday from 7:00am – 7:00pm mst.

* ./training/faq17.txt

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* ./training/faq23.txt

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* ./training/faq36.txt

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3)

**User Input:**

**What is your warranty policy?**

**Top Ten matches:**

* ./training/faq10.txt

**what is your warranty policy?**

skullcandy provides a manufacturer's 2 year limited warranty against defects for all of its products. if a product contained a manufacturing defect when it was purchased from an authorized dealer, skullcandy, at its sole discretion, will (i) repair, (ii) replace, or (iii) provide a warranty credit for the product for use on the skullcandy online store. the amount of the warranty credit shall be equal to the purchase price of the product paid to the authorized dealer, but in no event shall the amount exceed skullcandy’s manufacturer suggested retail price (“msrp”). skullcandy reserves the right to inspect any product subject to a warranty claim to determine, at its sole discretion, whether the claimed defect is a manufacturing defect or otherwise. all warranty credits may be used toward the purchase of any skullcandy product available on the skullcandy online store. note that skullcandy regularly changes the models, colorways, and styles of its products and cannot guarantee the availability of an exact replacement for any product. skullcandy does not assume any liability for any incidental, consequential or indirect damages under this limited warranty. some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

* ./training/faq7.txt

**what is the status of my warranty claim?**

if you have a tracking number, you will be able to track when your product is delivered to our warehouse for processing as a warranty claim. after it arrives at the warehouse, the processing time can be up to 2 business days. if your tracking confirms the product has been delivered to us for more than 2 business days and you have not received an email about your warranty claim, please let us know. if the 2 business days have not passed, please allow the full processing time before contacting customer service.

* ./training/faq8.txt

**what is your return/exchange policy?**

if you would like to exchange your product or return it for a refund, please read the following guidelines to determine whether you are eligible. please also visit the returns & exchanges page for further details. if you are eligible, please email help@skullcandy.com for complete instructions.

* ./training/faq11.txt

**do i have to create an account to place an order?**

signing up for an account is not required, but it is helpful. creating an account allows you to view your order history and tracking information on skullcandy websites.

* ./training/faq13.txt

**how do i use my discount code?**

from your cart or the order summary in checkout, enter the code and click "apply". your order will update with the code applied when the code is valid against your order details. in some cases, coupon codes may void existing promotions that have already been applied.

* ./training/faq16.txt

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* ./training/faq19.txt

**does skullcandy ship to military apos or po boxes?**

all orders are shipped using ups services. please ensure your address is a physical address. we are unable to guarantee delivery to p.o. boxes and apo, fpo, dpo locations at this time.

* ./training/faq2.txt

**when will payment be deducted?**

for orders placed by paypal or venmo, the payment is deducted at the time of order placement. for orders placed by credit card, your credit card is authorized at the time of order placement, and payment is deducted upon order shipment.

* ./training/faq26.txt

**what are the back to school backpack gift with purchase stipulations?**

receive a free skullcandy hiker roll top backpack with any purchase over $125. backpack will be automatically added to cart when product is added. valid for all qualifying orders made after 8.6.2017, on skullcandy.com, while supplies last. limit one backpack per order. promotion threshold is based off of the final order value after coupon/discounts have been applied. the skullcandy rolltop hiker backpack is not included under any skullcandy warranty.

* ./training/faq34.txt

**broken product?**

let’s solve it. here's a summary of how the process works:

1. submit a warranty claim by clicking the link below.

2. receive an email with shipping instructions.

3. send in your skullcandy product.

4. receive a package with your replacement product.

4)

**User Input:**

**How can I track my order?**

**Top Ten matches:**

* ./training/faq20.txt

**how can i track my order?**

after your order has left our warehouse, you will receive an email notifying you of your tracking number. for more information, go to order status.

* ./training/faq15.txt

**can i cancel my order?**

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* ./training/faq17.txt

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* ./training/faq24.txt

**why can't i add product to my cart?**

products with no “add to cart” button are out of stock. our website catalogues many of our products, current and discontinued. not everything you see on our site will be available to order.

* ./training/faq29.txt

**can i cancel my pre-order?**

yes, you can cancel your pre-order or backorder by contacting our customer service team. please have your order number ready for fastest service.

* ./training/faq36.txt

**when will my order ship?**

after an order is placed, it can take 1-2 business days to leave our warehouse. business days are currently defined as monday – friday. please keep in mind; orders placed after 4pm mst or on a weekend will begin processing the following business day.

* ./training/faq7.txt

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* ./training/faq13.txt

**how do i use my discount code?**

from your cart or the order summary in checkout, enter the code and click "apply". your order will update with the code applied when the code is valid against your order details. in some cases, coupon codes may void existing promotions that have already been applied.

5)

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* ./training/faq14.txt

**how do i checkout?**

click “add to cart” on the items that you would like to purchase. once you have added all desired items to your shopping cart, click on the “cart” at the top right and “proceed to checkout.” then input your shipping and billing details and submit the order.

* ./training/faq15.txt

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* ./training/faq20.txt

**how can i track my order?**

after your order has left our warehouse, you will receive an email notifying you of your tracking number. for more information, go to order status.

* ./training/faq22.txt

**i am looking to order a large quantity of product, who can i talk to?**

to inquire about bulk order pricing and availability, fill out our bulk order form.

* ./training/faq25.txt

**where can i find skullcandy care and safety tips?**

see the complete list of how to properly care for your skullcandy product.

* ./training/faq26.txt

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6)

**User Input:**

**do these have better range than the 'inked' wireless?**

**Top Ten matches:**

* ./training/faq48.txt

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i had the ink'd wireless but returned them because of the range issues. i got the smokin buds 2 wireless which don't have as good of battery life but much better range. a couple of days ago, i bought the method wireless to try out and i would definitely say that the range is better than the ink'd. maybe not as good as the smokin buds 2 but definitely better. i love the way these fit and the sound is incredible for the price. these are my favorite wireless headphones so far.

* ./training/faq50.txt

**are these headphones loud as the beats studios wireless ?**

yes, they are just as loud and they have way more bass than the "beats" with an adjustable dial!

* ./training/faq39.txt

**how far can you go away from your phone till the bluetooth starts cutting out and also would this be good for working out in the gym beacause thats wear ill be mainly using them for?**

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* ./training/faq40.txt

**does these headphones have mic muting switch?**

yes they do, you have a switch on the left side of the headphones to switch the mic off.

* ./training/faq49.txt

**can you use these to listen to tv?**

yes, this is exactly what i use them for. my husband is hard of hearing and likes to watch tv all during the night. i am unable to hear the tv anymore since he has the headphones.

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* ./training/faq21.txt

**my package was "returned to sender" by the courier. what should i do?**

please check your email to see if we have contacted you regarding this. if not, please contact us at help@skullcandy.com

**7)**

**User Input:**

**Are these wireless headphones as the beats loud studios?**

**Top Ten matches:**

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8)

**User Input:**

**I am having an issue using my coupon code, what should I do?**

**Top Ten matches:**

* ./training/faq12.txt

**i am having an issue using my coupon code, what should i do?**

we apologize for any trouble you may have had. this was designed to be as painless as possible; however, it is important to remember that coupon codes have certain restrictions.

* ./training/faq23.txt

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* ./training/faq7.txt

**what is the status of my warranty claim?**

if you have a tracking number, you will be able to track when your product is delivered to our warehouse for processing as a warranty claim. after it arrives at the warehouse, the processing time can be up to 2 business days. if your tracking confirms the product has been delivered to us for more than 2 business days and you have not received an email about your warranty claim, please let us know. if the 2 business days have not passed, please allow the full processing time before contacting customer service.

* ./training/faq11.txt

**do i have to create an account to place an order?**

signing up for an account is not required, but it is helpful. creating an account allows you to view your order history and tracking information on skullcandy websites.

9)

**User Input:**

**Where can I find Skullcandy care and safety tips?**

**Top Ten matches:**

* ./training/faq25.txt

**where can i find skullcandy care and safety tips?**

see the complete list of how to properly care for your skullcandy product.

* ./training/faq16.txt

**can i modify the address on my order after it has been placed?**

unfortunately, orders placed on skullcandy websites are packaged and ship immediately. address changes are not available after clicking submit on the order screen.

in certain cases, when an expedited shipping option is the chosen method, we may be able to change an incorrect or incomplete address after the order has been shipped. if the order is eligible, any ups fees associated with the address correction will be the responsibility of the customer. please note, if you have chosen a “free shipping” option, changes cannot be made to your order.

* ./training/faq18.txt

**i am outside of the us, can i order on skullcandy.com?**

skullcandy.com ships to the united states and u.s. territories. currently, skullcandy.ca ships to canada. please allow up to 30 days for shipments to hawaii and alaska.

* ./training/faq22.txt

**i am looking to order a large quantity of product, who can i talk to?**

to inquire about bulk order pricing and availability, fill out our bulk order form.

* ./training/faq23.txt

**what products can i order using my warranty coupon code?**

warranty coupon codes are only valid for the purchase of qualifying skullcandy products. pre-order products or newly released products do not qualify for use with warranty coupon codes. other products that do not qualify include customized and limited edition headphones, customized edit aviators, footwear, and some soft goods and accessories.

* ./training/faq24.txt

**why can't i add product to my cart?**

products with no “add to cart” button are out of stock. our website catalogues many of our products, current and discontinued. not everything you see on our site will be available to order.

* ./training/faq39.txt

**how far can you go away from your phone till the bluetooth starts cutting out and also would this be good for working out in the gym beacause thats wear ill be mainly using them for?**

my experience with this has been very good. the bluetooth connection really will vary though, because it also depends on the quality of the signal of the transmitter (in the phone). having said that, these headphones have worked very well for me and my son (iphone and note 5). we can use them between multiple floors in our house, including down in the basement. i have a small house, but i would say at least 50 feet of consistent connection (may be farther, but thats about as far as i need).

as for the gym, it probably depends on what you are doing (jogging vs lifting, etc). they are kinda bulky (not overly heavy, just large), and would probably be cumbersome and get pretty sweaty too if it was anything high intensity.

* ./training/faq49.txt

**can you use these to listen to tv?**

yes, this is exactly what i use them for. my husband is hard of hearing and likes to watch tv all during the night. i am unable to hear the tv anymore since he has the headphones.

they are wireless and very much worth it for me.

* ./training/faq7.txt

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* ./training/faq1.txt

**what payment methods does skullcandy accept?**

we accept visa, mastercard, discover, american express, paypal, venmo, and select gift cards. we are unable to accept any type of gift card that is not linked to a name and billing address.

**10)**

**User Input:**

**Which consoles are compatible with my SLYR headset?**

**Top Ten matches:**

* ./training/faq6.txt

**which consoles are compatible with my slyr headset?**

the slyr headset is fully compatible (game audio and voice chat capabilities) with the following gaming platforms: playstation 4, playstation 3, xbox 360, pc and mac computers. for setup details, please select the link for your system below.

* ./training/faq4.txt

**what consoles are compatible with my plyr1 headset?**

the plyr1 headset is fully compatible (game audio and voice chat capabilities) with the following gaming platforms: playstation 4, playstation 3, xbox 360, pc (optical out required) and mac computers. the plyr1 is compatible with the xbox one for in game audio only. for setup details, please select the link for your system below.

* ./training/faq5.txt

**what consoles are compatible with my plyr2 headset?**

the plyr2 headset is fully compatible (game audio and voice chat capabilities) with the following gaming platforms: playstation 3, xbox 360, pc and mac computers. the plyr2 is compatible with the playstation 4 for in game audio only.

* ./training/faq16.txt

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in certain cases, when an expedited shipping option is the chosen method, we may be able to change an incorrect or incomplete address after the order has been shipped. if the order is eligible, any ups fees associated with the address correction will be the responsibility of the customer. please note, if you have chosen a “free shipping” option, changes cannot be made to your order.

* ./training/faq23.txt

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as for the gym, it probably depends on what you are doing (jogging vs lifting, etc). they are kinda bulky (not overly heavy, just large), and would probably be cumbersome and get pretty sweaty too if it was anything high intensity.

* ./training/faq48.txt

**do these have better range than the 'inked' wireless?**

i had the ink'd wireless but returned them because of the range issues. i got the smokin buds 2 wireless which don't have as good of battery life but much better range. a couple of days ago, i bought the method wireless to try out and i would definitely say that the range is better than the ink'd. maybe not as good as the smokin buds 2 but definitely better. i love the way these fit and the sound is incredible for the price. these are my favorite wireless headphones so far.

* ./training/faq13.txt

**how do i use my discount code?**

from your cart or the order summary in checkout, enter the code and click "apply". your order will update with the code applied when the code is valid against your order details. in some cases, coupon codes may void existing promotions that have already been applied.

* ./training/faq17.txt

**when will my order ship?**

after an order is placed, it can take 1-2 business days to leave our warehouse. business days are currently defined as monday – friday. please keep in mind; orders placed after 4pm mst or on a weekend will begin processing the following business day.