Headphones | Powerful Sound and Audio Technology from Beats by Dre!!!

EARPHONES

30 DAY FIT GUARANTEE ON EARPHONES

SUPPORT / POWER ADAPTER RECALL

COLLECTION

Model #: B0508

USA

SPEAKERS

ACCESSORIES

BEATSAUDIO

POWER ADAPTER RECALL

HEADPHONES

한국어 버전은 여기를 클릭하십시오

incorrect power adapters and we are voluntarily conducting a recall to replace those power adapters. We won't compromise on quality when it comes to the consumer's experience with our products.

We recently discovered a small percentage of products sold in Korea were shipped with the

AM I ELIGIBLE FOR A REPLACEMENT?

If you have purchased one of the following Beats by Dr. Dre products during the timeframes below you are eligible for a replacement power adapter free of charge. You can also determine if you are eligible by locating the model # on the back of the power adapter:

Model #: KSAPK0110500210HE

Pill 2.0 purchased between January 9, 2014 and March 7, 2014

Pill 1.0 purchased between December 7, 2012 and March 7, 2014

- Studio purchased between September 23, 2013 and March 7, 2014
- Model #: B0508
- Model #: B0508

Studio Wireless purchased between December 4, 2013 and March 7, 2014

WHERE CAN I FIND MY POWER ADAPTER MODEL NUMBER?





If your product meets the criteria above, click here to fill out our replacement form or call 08.06460880 for further directions on receiving a replacement.

FAQS

ones above. What should I do? If you suspect your product may have been shipped with the incorrect power adapter

I purchased my product during the timeframes outlined and my model # matches the

please reach out to customer service at 08.06460880 for more information on receiving a replacement power adapter. If your product meets the criteria, we will send you an envelope with shipping instructions at no cost to you. From there, we will evaluate the power adapter and send you a replacement if necessary.

I got mine as a gift and have no idea when it was purchased. What should I do? All power adapters have a model # on the back. If your model # reads KSAPK0110500210HE

or **B0508** you may have the incorrect power adapter. Please contact customer service at 08.06460880 for more information.

How many products have the incorrect power adapter?

A small percentage of the products available in Korea have the incorrect power adapter.

Will you be offering refunds?

We will be replacing the power adapters for products shipped with the incorrect ones. Customers have been able to charge their devices to date without issue, however quality is of the upmost importance to us. This is why we are voluntarily replacing the incorrect power adapters.

How long will it take to get a replacement? We have the new power adapters ready to go. Once you send us your current model and

we have determined it meets the criteria, we will ship back a new one as soon as possible.

Who should I contact if I have more questions? Please contact customer service at 08.06460880 for more information.

JOIN THE ARMY. SIGN UP FOR EXCLUSIVE BEATS UPDATES.

Support

Enter Your Email

Headphones Earphones **Speakers**

Accessories

Collection

Quick Tips Shopping Help Product Help **Update My Beats** Contact Us Warranty **Promotional Terms** **Beats Soho Store**

Beats Store

New York City Map

Beats Army









HP Laptops

BeatsAudio

Chrysler Cars

beats by dr. dre

Careers **News & Events** Press Center Terms Of Use

Company

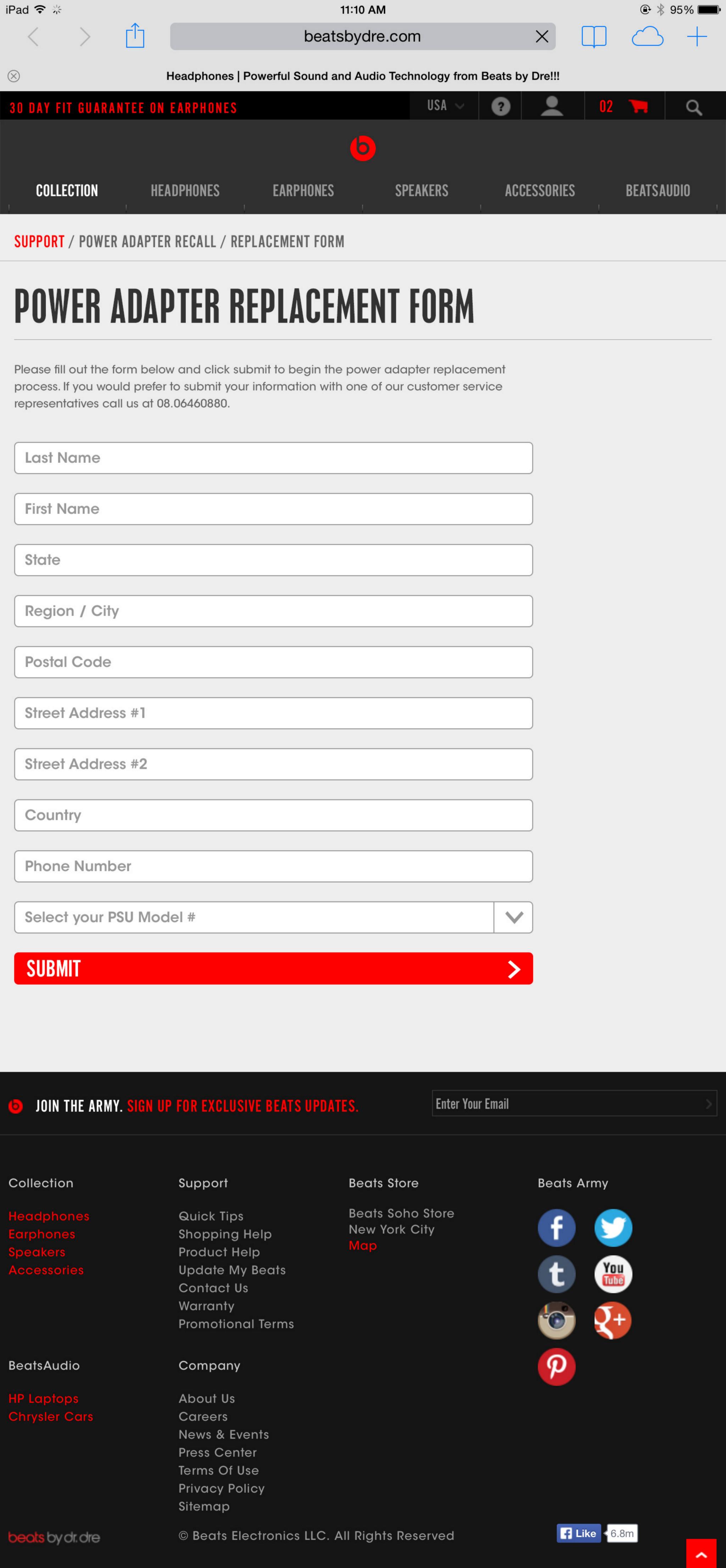
About Us

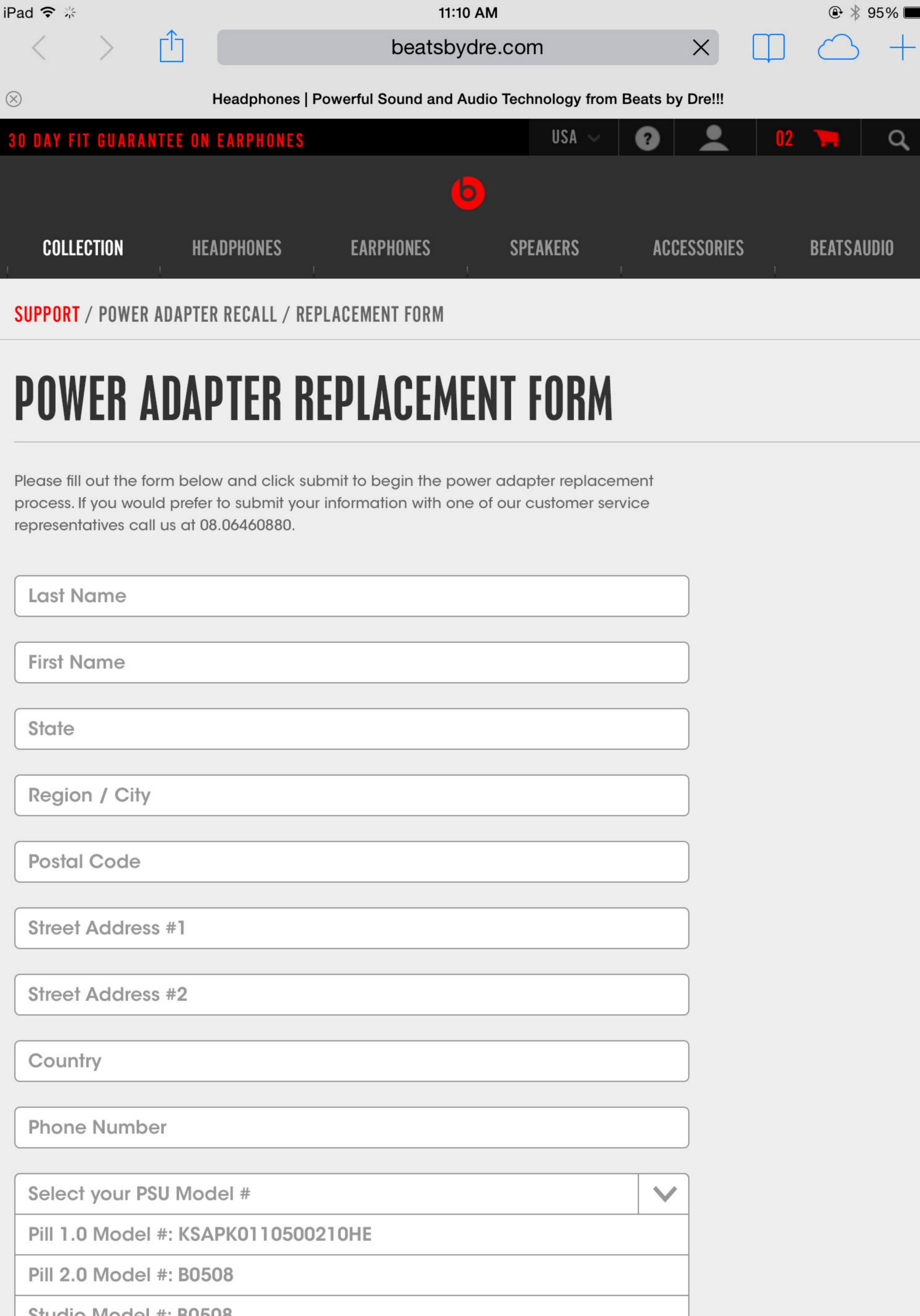
Privacy Policy Sitemap

© Beats Electronics LLC. All Rights Reserved



f Like < 6.8m









Support

Quick Tips

Shopping Help

Update My Beats

Promotional Terms

Product Help

Contact Us

Warranty

Company

About Us

News & Events

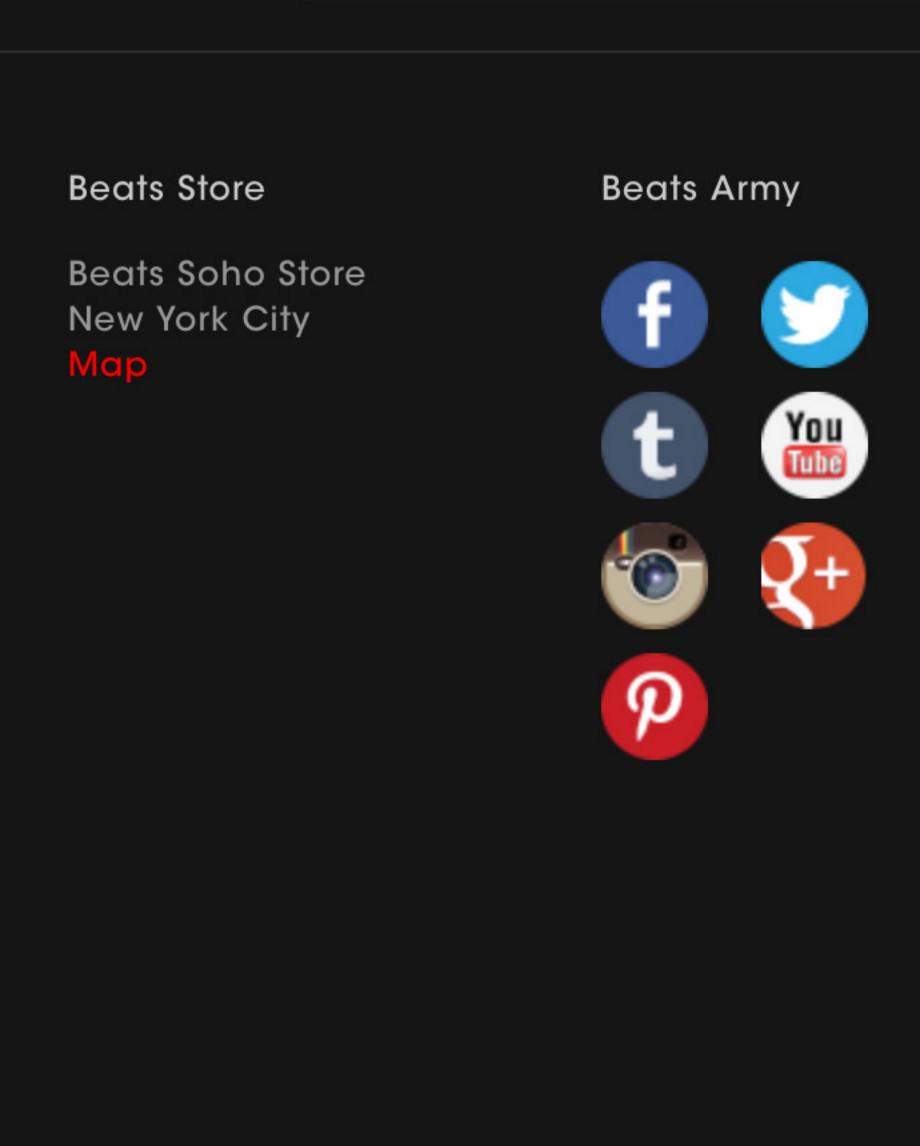
Press Center

Terms Of Use

Privacy Policy

Careers

Sitemap



Enter Your Email

Collection

Headphones

Accessories

BeatsAudio

HP Laptops

Chrysler Cars

Earphones

Speakers

