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

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SUPPORT / POWER ADAPTER RECALL

POWER ADAPTER RECALL

한국어 버전은 여기를 클릭하십시오

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

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:

• Pill 1.0 purchased between December 7, 2012 and March 7, 2014
Model #: KSAPK0110500210HE

• Pill 2.0 purchased between January 9, 2014 and March 7, 2014
Model #: B0508

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

• Studio Wireless purchased between December 4, 2013 and March 7, 2014
Model #: B0508

WHERE CAN I FIND MY POWER ADAPTER MODEL NUMBER?



Model #: KSAPK0110500210HE



Model #: B0508

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

I purchased my product during the timeframes outlined and my model # matches the ones above.What should I do?

If you suspect your product may have been shipped with the incorrect power adapter 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.

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