

Faulty Creative Product

Keywords / Key Phrases: faulty, creative product, warranty

Summary:

- ✓ To try and troubleshoot your device before contacting Creative Customer Support for warranty services, please go to the support.creative.com, choose your product and see the available Knowledge Base articles or Contact us for [email](#) support.

If you have established that your Creative retail product is faulty by going through the troubleshooting process for your product, the next step is to verify the purchase date for warranty purposes.

Products purchased within 30 days

Should your store receipt indicate that your product is less than 30 days old and you have established that the product is faulty, either by troubleshooting it using the Knowledge Base or by consulting our Customer Service Support, you have the option of returning the full product to the dealer / retailer for a replacement or credit. If your dealer is not available you can also contact Customer Support via [email](#) to arrange a replacement or repair.

Products purchased outside 30 days but within warranty

Should your store receipt indicate that your product is more than 30 days old but still within warranty, and you have established that the product is faulty, either by troubleshooting it using the Knowledge Base or by consulting our Customer Service Support, you need to proceed to contact Customer Support via [email](#) for details of our repair and returns procedure.

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