



# LIFETIME WARRANTY

## A lifetime of security and service.

At Constant Companion, we believe our customers are like family. When you're family, you do what's right. It's been our philosophy since day one. In typical family fashion, we believe in looking out for one another. That's why we're the only monitored smart speaker security company to offer a lifetime repair warranty on all our product models – **simple as that.**

If your Companion 24/7 system ever needs repair, we will fix it or replace it free of charge. You see, to us, the phrase "lifetime warranty" is more than just a marketing strategy. It's a sign of our integrity.

**Our Only Condition:** You must maintain a consistent Companion 24/7 Membership, in good standing, until the time of the repair. See our "Simple as That" statement for more information.

Need assistance with a product? [Contact us.](#)

# Simple as That Guarantee

- Our warranty covers the repair of all functional aspects of your Companion 24/7 speakers, Wi-Fi adapters and related components for the life of your system.
- Our warranty does not cover cosmetic wear or cleaning, damage of the exterior, or the replacement of lost or stolen equipment.
- If your system or its components stop functioning based on ordinary use, we will be happy to repair or replace the system or components at no charge.
- If your system or its components have been damaged by misuse, improper care, negligence, accidents or extreme abuse (dropped, submerged in water, run over by a car, hit with a hammer, etc.), we may charge a refurbishment fee. A history of excessive repair requests may be a factor in this determination.
- In some cases, it may not be possible to return your system to its original, new condition. For example, a particular part may have been discontinued. If an identical part or component is not available, Constant Companion will repair or replace the damaged component with the closest matching part in the closest matching color.
- You will be responsible for the cost of shipping your speaker or system to us, however, we will return the favor and ship your system back to you free of charge.
- You also have the option to have the repair done remotely by one of our expert technicians. Take advantage of our secure remote login and repair sessions, free of charge to all Members.