

Dear Valued Customer,

Please read the following guide pertaining to returning used / opened items. This is a matter of Hygiene and Safety for our staff and customers.

This mainly applies to close contact items such as:

- Earphones
- Headphones
- Microphones
- Vocal barriers & wind socks

Please ensure that you have cleaned the product and that any large debris (e.g. ear wax) is removed prior to returning your item.

We will no longer be accepting items that have not been cleaned / sanitised and will send the item(s) back without inspection or repair.

Below is a quick generalised guide on cleaning the different products (*for brand / item specific guides - refer to maintenance and cleaning processes outlined in your users manual / online guide from the manufacturer of your product*).

- **In-Ear Earphones**

- Earbuds **MUST BE REMOVED** from the earpieces before return and kept by you.
- You must clean out any "human debris" from the earpieces.
- Any external part of the device should be wiped down with a sanitising wipe / diluted isopropyl alcohol (diluted with 20% water) - being careful not to get moisture in any delicate electronics or connections that may corrode.

- **Hand Held & Pencil Microphones**

Here is a good article that covers some different microphones and how to safely clean and sanitise them:

<https://www.dpamicrophones.com/mic-university/proper-mic-hygiene>

- **To clean** these microphones, remove the grille if possible and clean it with lukewarm water and soap (do not use isopropyl alcohol or harsh chemicals as this will destroy them). After drying (**72hrs**), replace it on the capsule. Wipe down the surface of the rest of the mic with a cloth lightly moistened with water and soap.
- Afterwards, leave the microphones to dry for **72 hours**.
- **To disinfect** handheld and pencil microphones, wipe down their surface with a cloth moistened sparingly with an isopropyl alcohol and water solution (diluted 20%). Make sure that no isopropyl alcohol comes into contact with the microphone membrane.

- **Foam windscreens**

- Foam windscreens cannot be disinfected with isopropyl alcohol or other harsh chemicals, it will destroy them.
- Remove them from the mics and wash them gently with warm water and soap. Leave them to dry on their own for at least 72 hours. They should be completely dry before re-attaching them to the microphone.

- **Over The Ear Headphones**

- With your soft damp cloth, wipe away any stuck-on grime, dirt & human debris from both the ear cups and the main headphone unit.
- Dampen a paper towel or clean cloth with rubbing alcohol (diluted) / alcohol wipe to clean earpads.
- Finally, wipe down any cables, including the rubber grip near the jack, with a paper towel and some diluted alcohol.