

Car Thing

Return & Refund Policy

If you no longer want your Car Thing, you can return it for a refund within 14 days from the date you purchased it.

If your Car Thing arrives damaged or defective, you can return it to be replaced with a new or refurbished one. See Spotify's [Warranty](#) for more information.

Note: Shipping fees are not refundable.

To return your Car Thing, get in touch with our Customer Service:

1. Go to our [contact form](#).
2. Select **Car Thing**.
3. Select **I want to return Car Thing**.

For refunds for your Premium plan see the [Spotify Refund Policy](#).

Acceptable returns

The item must be repackaged with all the cords, adapters, and documentation that were included when you received it. It must be in its original condition, including packaging.

If you're returning because you no longer want your Car Thing, we may deduct a restocking fee which we're required to provide to our suppliers if the box has been opened.

| Return state | Refund amount |
|--------------|--|
| Box unopened | Full purchase amount minus the shipping fee. |
| Box opened | Full purchase amount minus the shipping fee, and minus a restocking fee. |

Car Thing Warranty replacements

If your Car Thing is covered by your Limited Warranty, Spotify is responsible for repairing or replacing the device and its essential components or providing a refund.

We've included some indicators of your device's warranty state below.

Note: This is just a summary. Be sure to refer to the [Limited Warranty](#) to fully understand your rights.

Your Car Thing *may* be under warranty if all of the following is met:

- You are the original purchaser.
- It is within one year from the date of original purchase.
- Spotify determines there is a hardware defect (i.e. a fault with the physical product or its essential components).

The warranty does not cover:

- Cosmetic damage such as scratches, nicks, and dents.
- Damage caused by accident, abuse, misuse, water, flood, fire, or other acts of nature or external causes.
- A product that has been modified, repaired, or altered without the permission of Spotify.
- Any Car Thing which has been used for commercial or unauthorized purposes.
- Software related issues (e.g. the technology within the product, its connection, or quality of sound). If you experience any of this, check out [troubleshooting help](#).