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cannot be combined. ENC stands for Environmental Noise Cancellation. If the order has been fulfilled, click on the order information & you can find your tracking information bere. 3. Yes! We're currently still able to accept orders and ship internationally. We're unable to make any changes to your order once you've hit the 'place order' button, this includes the following: Changing the item Delivery/billing address Adding items to your order Shipping method You can only cancel the products haven't been sent out from our shipping center. Test different apps to determine if the products haven't been sent out from our shipping center. Test different apps to determine if the products haven't been sent out from our shipping center. technology system to remove unwanted background noise while using earbuds. My earbuds keep getting disconnected. The incoming volume is too low. You can apply coupons to your order at checkout. I have lost one of my earbuds. I'm having problems viewing your mobile site 1. We also suggest that you use the latest version of your operating system e.g. iOS, Android etc. More details: About Our Returns Policies Product support Have a question or problem setting up your new product? I Want to Make Changes on My Order. COVID-19 Related Questions. We don't provide any missing parts for purchasing at the moment, but we are trying to provide the best customer service for our customers so it could be available in the future. Try to ensure there are few obstacles between your device and the earbuds. 5. When goods are imported into a different country or customs territory, there is a charge called Customs Duty that must apply. You can only use one coupon code per order. Coupons are subject to offer terms. If the microphone adds noise that makes it difficult for others to understand you during phone calls, try the following: 1. Currently our website doesn't support any wishlist feature, we will continue to add more features in the future. Ensure that the charging device and USB-C cable are in working condition and connected correctly to the charging case. In some cases, the nature of the item means that it is non-returnable, for example, due to hygiene/health and personal care/wellness/consumable nature of the product. We strongly recommend you to create a SOUNDPEATS account for easy and fast checkout and order tracking! *Please note, tracking can take around 24-48 hours to update after dispatch Can I change the delivery date? If Customs Duty is payable to your territory, you'll be responsible for paying it to the authorities, so SOUNDPEATS supports PayPal Express checkout. What is the difference between Transparency Mode and just switching the ANC off? In the unlikely event you are missing an item from your order, please contact us immediately with the following information to ensure that we can get this resolved for you quickly & efficiently: Your order number Where did you buy from The product name of the item you didn't receive Got a SOUNDPEATS account? Ensure that your device media volume is not low, or raise the volume. How Can I Add My Wishlist Item? ENC is similar to ANC, but specially tuned to remove unwanted background noise while using the microphone. The credit card companies listed above are the most commonly used credit cards on this website. If for whatever reason, you refuse the customs fee and the parcel is returned to SOUNDPEATS, a shipping and handling fee may be deducted from your refund. Record audio and playback to test the microphone for any issues. Please Contact Us and see About Items That Can't Be Returned. Transparency Mode takes the external noises and plays them through earbuds, so you can still hear what's going on around you. Check and confirm that no dirt is blocking the mics 4. For any issues or special requests please get in touch with our customer support and we will look into it for you. Bluetooth connections generally work better indoors. Record audio and playback to test the mics. What is Clear Voice (ENC)? New electronic items fulfilled by Amazon AU can be returned for change of mind, for a replacement or a full refund of the purchase cost of the item within 30 days of receipt of delivery. For information about returning faulty electronics please see Returning Faulty Items. If you experience charging times longer than the usual, please check the following. Disconnect and reconnect the earbuds. WE ACCEPT PAYPAL AND CREDIT/DEBIT CARD PAYMENTS. cVc stands for clear voice quality when making calls, and deliver crystal clear voice quality when making calls, and deliver crystal clear voice quality no matter where you are. Once your order has been placed, you won't be able to change your delivery address. Be sure to perform the pairing process correctly. Begin troubleshooting here. Warranty Find your warranty information, register your product, or file a warranty claim here. Online order support Have pre-sales, online sales order status, or support information questions? It's useful if you want to listen to music, but remain aware of your surroundings. To do so, please click on "Pay with Debit/Credit Card" and you'll be redirected to a secure page where you can enter your credit card information or complete your payment safely via PayPal Guest. Once you've cleared your credit card information or complete your browser, reopen it and visit our site again. By turning ANC off, you'll hear external sounds but much quieter and subdued. Make sure that your device is updated with the latest version of the firmware. 2. WE ARE NOT LIABLE TO REFUND/REPLACE THIS ORDER. 1. Please see our Amazon Global Store items. It should be within 10 meters (33 feet). If the problem persists, reset the earbuds. What do you mean by 'True Wireless' or 'TWS'? Please get in touch with our customer support and provide your operating system e.g. Windows, Mac OS etc. By adapting sound to the use case, say watching a video rather than listening to music, it optimizes your experience and brings improved robustness for a better listening experience, fully synchronized audio and video and an overall more seamless user experience and connect the earbuds. If you have to pay Customs Duty though, the amount payable is usually calculated based on the value of the goods and the type of imported goods. COUNTRIES YOU WON'T NEED TO PAY CUSTOMS DUTY? Yikes. Try deleting your cookies. We'd recommend ordering from our Official Amazon Stores to get a fast shipping. SOUNDPEATS is generally registered for Sales Tax as part of the countries it ships to, so we'll charge you the Sales Tax as part of the checkout process. Reset the device. What is True Wireless Mirroring? I Am Missing an Item From My Order. The LED lights on the charging case do not work. You can scan the QR code below to download SOUNDPEATS SPORTS App. Try different apps to confirm if the problem is with the specific app on your choice. For items ordered on Amazon.com.au from a seller that fulfils and ships its own inventory (also called a third party seller), any returns will be in accordance with the returns policies). User manual Soundpeats Q30 PLUS | manualsFile Image not available forColor: To view this video download Flash Player You can return most new, unopened items fulfilled by Amazon AU within 30 days of receipt of delivery for a replacement or full refund of the price you paid for the item if you change your mind - see About Refunds. How Can I Pay For My Orders? Sales Tax - also known as VAT or GST depending on where you live - is a tax charged on the supply of goods or services. Downloads Get the latest software and user manuals for your product here. In some circumstances, these items may be eligible for a refund or a replacement (for example, if you receive the wrong item due to an Amazon AU error or if the item is faulty). If the microphone on your earbuds is too quiet for others to hear you during phone calls, please try the following: 1. Check and confirm that no dirt is blocking any of the 3 microphones. I have received a damaged delivery. Contact support Still having problems and would like to speak with us? You will be redirected to the PayPal payment page, where you can confirm your payment and shipping info by logging in with your PayPal username and password. What is cVc Noise Canceling? Ensure that your earbuds are within 10 meters (33 feet) of the Bluetooth device. You will then be able to track your order through the tracking link on the email. Unless otherwise stated, original shipping fees for change of mind returns are not refunded. If you haven't received an email yet, don't worry! Your order will usually take around 24-48 hours to be dispatched. Make sure your device is not too far from the earbuds. You can change the default currency by clicking on the upper right corner of the SOUNDPEATS website and selecting the currency you'd like to pay with. For questions regarding your transactions on our site, please consult your card-issuing bank for information. Microphones capture unwanted background noise, and use matching sound waves to neutralize and reduce it. It's like ANC, but for your microphone, ensuring others won't hear your background noise when speaking. You should be able to use it without any more problems. What's the Currency for the Payment? Check that the USB-C cable is connected correctly to the charging case. Please note that if you do not click "apply" before checkout, your order total will not reflect the coupon discount. On most internet browsers you can delete your cookies using 'Tools' or 'History'. We're here to help. If you are still having problems, please contact our customer support with as many details as you can about the issue, your device and browser, and what steps you have taken so far to try to resolve the issue. We cannot guarantee the transit and shipping time due to this current COVID pandemic. Please note that this will clear your shopping bag. To return faulty items see our Returning Faulty Items policy. Do not worry if your credit card company is not listed, we encourage you to go ahead and make the purchase. Please note that SOUNDPEATS does not collect your credit/debit card number or personal information when you make payments. The charging is taking too long. Check if the call recipient has the volume of their device at an audible level. Transparency Mode allows you to hear surrounding noise as if you weren't wearing earbuds. *IF YOU INPUT THE INCORRECT ADDRESS AT CHECKOUT, WE CAN NOT BE HELD ACCOUNTABLE IF THE ORDER GOES MISSING. The microphone is malfunctioning. Whether Customs Duty is payable, and by how much, depends on a whole lot of different things. Ensure that your device's Bluetooth is turned on and in visible mode. What is Transparency Mode? Some wireless earbuds still require a cable or connector between the left and right earbuds. Goods - such as the SOUNDPEATS products you buy - can't simply be shipped freely from country to country to country. On your device, scan for available Bluetooth connections. Ensure that your device media volume is not low or muted. How to Apply the Coupon Codes? Qualcomm® TrueWireless enable truly wireless earbuds that meet consumer demand for on-the-go audio that maximizes sound quality and battery life, is engineered to provide a next-generation user experience that allows the user to seamlessly swap between the earbud connected to the smartphone and the earbud that mirrors the connection. Once your order has been placed, you won't be able to manage your delivery date. You've Sent Me the Wrong Item! In the unlikely event you have received the wrong item, please contact us immediately with the following information to ensure that we can get this resolved for you quickly & efficiently: Your order number The name of the item you have received in its placeA clear photograph of the item you have received in its pla back to us through our returns process.ALL CLAIMS FOR ORDERS ARRIVING WITH AN INCORRECT ITEM MUST BE MADE WITHIN 7 DAYS OF THE DELIVERY DATE. My earbuds won't connect. Minor delays are happening internationally. We collect Sales Tax from you on behalf of the local tax authorities. Ensure that the charging pins do not have any dirt on them which can affect the power flow to the case. Ensure that the charging source and the USB-C cable are in working. How to Install SOUNDPEATS APP? For example, many countries have a 'low-value threshold' below which they do not charge any Customs Duty. CAN I STILL PURCHASE FROM YOUR WEBSITE? This does exclude some items on our website which are not eligible for coupon discounts. Get your answers here. Disconnect and reconnect the earbuds via Bluetooth. ARE YOU GUYS SHIPPING AS NORMAL? I don't have a SOUNDPEATS account yet As soon as your order has been fulfilled, you'll receive a shipping confirmation email titled "Your order is on the way". On most mobile internet browsers you can delete your cookies via a 'Privacy' feature in your 'Settings' or using a 'Clear History' option. 6. Can I change the delivery address? This is charged by the local customs authority where the goods are being imported into. Easy Peasy! Log into your account through the online store, check out the fulfillment status against your recent order. The connection smoothly and invisibly changes to ensure the best possible robustness without audio dropouts—all without the user having to do a thing. Join the conversation here. If the volume level is faint or quieter than normal, try the following: 1. If you're still unsure on whether you'll be subject to customs office for more info before placing your order! Good question. 4. This change of mind return policy is in addition to, and does not affect your rights under the Australian Consumer Law including any rights you may have in respect of faulty items. Please see About Marketplace Returns & Refunds for details on Seller returns policies. We are sorry you lost one of your earbuds. Once you've entered your coupon code, click "apply" and the discount will automatically adjust your order total. We then pay this over to the local tax authority, so we don't keep any of the money for ourselves. Clear your product memory of previously-connected Bluetooth devices and repeat the process. Unfortunately, we're currently unable to offer exchanges, but this is something we're working hard to make possible! We do have a pretty quick turnaround with refunding items, so you won't be waiting long for your refund! I'm having problems viewing your desktop site. Simply click the PayPal button while placing your order. NOTE: Please make sure that you enter the coupon code exactly as you received it, with no space before, within, or after it. aptX-Adaptive is Qualcomm's latest Codec technology. True Wireless earbuds are designed without any wires for ultimate freedom and mobility. Pay With Credit/Debit Card The available credit card options are listed above. + - Customs & Import Fees Let's start at the beginning. You may still check out even without a PayPal account. Reset the earbuds. We're trying to.

If audio is not playing from one or both earbuds, try the following: 1. If you are unable to pair a Bluetooth device (i.e. mobile phone, tablet or laptop) to your earbuds, try the following: 1. Community Want to ask other users with the same product a question? To avoid errors, we recommend you copy/paste the promotional code you received. Coupons

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