

Frequently Asked Questions (FAQ)

How long will it take to get my IEM's?

4-6 weeks plus shipping.

What is the warranty period? What is covered?

30-day fit, 1 year material and craftsmanship on custom products (cables excluded.) See our warranty page.

How do I order from EarTech Music?

Decide which model you want. Browse our showroom or visit the design gallery to consider options for colors and finishes. Call us if you have any questions or want to discuss your options.

Print the order form and fill it out. Get your impressions made. Send impressions to us, along with your order form.

Where can I get my impressions made?

Any licensed hearing healthcare professional can take your impressions (See our impression form for important information for you to take to him/her.) Contact us if you'd like help locating a provider near you.

How should I ship my impressions to the studio?

Package your impressions in a sturdy box, along with the completed order form. Ship using your preferred courier to: **Ear Technology Corporation, 106 E. Watauga Avenue, Johnson City, TN 37601.** (Consider insuring your package for at least the cost of your silicone impressions.)

Can I have custom artwork on the faceplates?

Sure, see order form for options and fees. For the artwork itself, vector images are best (.ai file types); otherwise, a high resolution image (JPG, PNG, PSD). Either burn a CD to send with your order or email the image to music@eartech.com

How do I pay?

Credit card, money order, or PayPal, your choice.

What shipping company do you use?

FedEx, so we need a physical address to ship to you. (No P.O. boxes)

Can I get a refund if I don't like my in-ear monitors?

Because they are custom products, IEM's and musician earplugs cannot be returned for refund.

Hearing Health Disclaimer

Prolonged exposure to high Sound Pressure Levels (SPL) can result in hearing loss. Refer to OSHA Standard 29CFR1910.95 for recommended exposure limits (www.osha.gov).