

Beats Pill XL Speaker Recall Program

Apple has determined that, in rare cases, the battery in the Beats Pill XL Speaker may overheat and pose a fire safety risk. This product has been sold worldwide since January 2014 by Beats, Apple, and other retailers.

Customer safety is always a top priority at both Apple and Beats, and we have voluntarily decided to recall this product. If you have a Beats Pill XL Speaker, please stop using it and follow the process below to send it to Apple. In exchange, we will provide you with an Apple Store credit or electronic payment in the amount of CA\$395.

This program only applies to the Beats Pill XL speaker which is shown below. The Beats Pill XL Speaker comes in 5 colors: black, white, pink, metallic sky and titanium which are also shown on this web page.



Front view



Back view

Return Process

Here's how the process works:

- Please submit your return request by completing this [web form](#).
- We will send you a postage paid box so you can return your Pill XL speaker to us.
- After we receive it, your Apple Store credit or electronic payment will be available within approximately 3 weeks.

Additional Information

Product returns will only be processed via the web for this program. Please do not attempt to return your product to any location that sells or supports Apple or Beats products.

If you need assistance with the return process, please contact

[Apple Support](#).

This program does not affect your statutory or warranty rights to receive a refund.

Information as of 2015-06-03