Sonos Account Terms and Conditions

Last Update: October 2026

These terms and conditions for use of your Sonos account ('Account Terms') apply to any use by an end user of a Sonos account, including but not limited to use on sonos.com and the Sonos mobile application (the 'Website'). In addition, the purchase and use of Sonos products are also subject to our Terms of Use, Licence and Warranty Agreement and, if applicable, Terms of Sale. By using your Sonos account, you accept the updated Terms of Use, Licence and Warranty Agreement and acknowledge that you have read and understood how your data, as described in our Privacy Statement, will be processed.

By accepting the Account Terms, you unconditionally accept and agree to comply with and abide by these Account Terms and the decisions of Sonos, Inc., its wholly owned subsidiaries and Sonos' designated representatives, which shall be final and binding in all respects. Any information or instructions published by Sonos, Inc., with its registered offices at 301 Coromar Drive, Goleta, CA 93117, or its wholly owned subsidiaries (collectively 'Sonos') about Sonos accounts or the programs described herein form part of the Account Terms.

Sonos may update, modify, suspend or terminate these Account Terms at any time, in its sole discretion, or end any program described in these Account Terms, including the Sonos account program in its entirety, by revising the 'Last Update' date at the top of this Account Terms page and by posting a notification of such update, modification, suspension, termination or ending at https://www.sonos.com/legal/account-terms. Please review it regularly.

Sonos Membership Program

Your Sonos account allows you access to the benefits of the Sonos Membership Program (the 'Membership Program'), as described below.

Priority NPI Access

Sonos may provide early access to certain physical products or software features to you as part of the Membership Program. Any early access to purchase Sonos products shall be subject to the Terms of Sale on www.sonos.com and any limitations or restrictions communicated by Sonos from time to time. All early access to software features is subject to the Terms of Use, Licence and Warranty Agreement and any early access software features should be considered to be in development and/or beta products. You should not make any purchasing decisions based on promises of software released as an Early Access feature and Sonos make no representations of warranties regarding the reliability of such features. Additional terms apply to the use of Early Access Features.

Listening Signals

Sonos may provide access to Listening Signals to you as part of the Membership Program. Use of the Listening Signals is subject to the provisions of Sonos' Privacy Statement and any other terms and conditions communicated by Sonos from time to time.

VIP Concierge Service

Sonos may provide certain dedicated communication channels to you as part of the Membership Program, including those applicable to sales or customer care teams. Access to these communications channels shall be subject to the Sonos Communications Guidelines, Sonos Privacy Policy and any limitations or restrictions communicated by Sonos from time to time.

Anniversary Offer

On or about the anniversary of your first Sonos product registration, as recorded in Sonos' systems (your 'Anniversary Date'), Sonos may provide you with a discount code for the purchase of Sonos products (the 'Anniversary Offer'). Such discount code is valid from the date sent by Sonos until thirty (30) days following your Anniversary Date (the 'Promotional Period'). Eligible end users will receive a fifteen per cent (15%) discount of one (1) order of products available on www.sonos.com, subject to the exclusions specified below.

General Terms for the Anniversary Offer

The Anniversary Offer will be available to each eligible customer as specified by Sonos, but not more than once per year, and orders may not exceed the Maximum Order Amount specified below. The Anniversary Offer is not transferable and not redeemable for cash, gift cards, credit or towards previous purchases. The Anniversary Offer is not valid for use on refurbished, limited edition, promotional items or third-party items. The Anniversary Offer cannot be combined with any other discount or promotion. Additional restrictions and exclusions may apply.

Eligibility

Only legal residents of the fifty (50) United States and the District of Columbia, New Zealand, Australia, Belgium, Canada, Switzerland, Germany, Austria, Denmark, Finland, Spain, France, United Kingdom, Ireland, Italy, the Netherlands, New Zealand, Norway, Poland, Sweden, Bulgaria, Cyprus, Estonia, Greece, Guernsey, Croatia, Jersey, Lithuania, Luxembourg, Latvia, Malta, Romania, Slovenia, Czech Republic, Portugal and Slovakia (collectively, the 'Anniversary Offer Territories'), who, at the time of participation in Anniversary Offer, are 1) located in one of the Anniversary Offer Territories and have registered a Sonos product in an eligible territory on or before the start of the Anniversary Offer Period, and 2) are eighteen (18) years of age or older, are eligible to participate and redeem the Anniversary Offer. The Anniversary Offer is void where prohibited.

MAXIMUM ORDER AMOUNT

Maximum total order value by region for the Anniversary Offer is as follows:

- US: $2,500
- CAN: $3,500
- EU: €2,500
- UK: £2,500
- AU: $3,800
- SEK: 26,000 kr.
- DKK: 19,000 kr.

- NOK: 25,000 kr.
- CHF: ₣2,500
- ZLT: 10,625 zł

Other Sonos Promotional Offers and Discounts

Sonos may from time to time provide promotional offers, discounts or discount codes (a 'Promotional Offer') to participants in the Sonos Membership Program. When providing a Promotional Offer to participants, Sonos shall define the promotional period applicable to such Promotional Offer (the 'Promotional Period') and any terms that apply to such Promotional Offer. The following terms and conditions for Promotional Offers shall apply unless superseded by the terms of a specific Promotional Offer communicated otherwise in writing by Sonos or included in these Account Terms.

General Terms for Promotional Offers

Promotional Offers will be available to each eligible customer once and may not exceed the Maximum Order Amount specified below. Promotional Offers are not transferable and not redeemable for cash, gift cards, credit or towards previous purchases. Promotional Offers are not valid for use on refurbished, limited edition, promotional items or third party. Promotional Offers cannot be combined with any other discount or promotion. Additional restrictions and exclusions may apply.

Eligibility

Only legal residents of the fifty (50) United States and the District of Columbia, New Zealand, Australia, Belgium, Canada, Switzerland, Germany, Austria, Denmark, Finland, Spain, France, United Kingdom, Ireland, Italy, the Netherlands, New Zealand, Norway, Poland, Sweden, Bulgaria, Cyprus, Estonia, Greece, Guernsey, Croatia, Jersey, Lithuania, Luxembourg, Latvia, Malta, Romania, Slovenia, Czech Republic, Portugal and Slovakia (collectively, the 'Promotional Offer Territories'), who, at the time of participation in a Promotional Offer, are 1) located in one of the Promotional Offer Territories, and 2) are eighteen (18) years of age or older, are eligible to participate and redeem a Promotional Offer. Promotional Offers are void where prohibited.

MAXIMUM ORDER AMOUNT

Maximum total order value by region for Promotional Offers is as follows:

- US: $2,500
- CAN: $3,500
- EU: €2,500
- UK: £2,500
- AU: $3,800
- SEK: 26,000 kr.
- DKK: 19,000 kr.
- NOK: 25,000 kr.

- CHF: ₣2,500
- ZLT: 10,625 zł

Sonos Account General Terms and Conditions

You agree that Sonos (A) shall not be responsible or liable for, and is hereby released from any and all costs, injuries, losses or damages of any kind, including, without limitation, death and bodily injury, due in whole or in part, directly or indirectly, to use of your Sonos account or participation in any of the programs described in these Account Terms, and (B) has not made any warranty, representation or guarantee express or implied, in fact or in law, with respect to your Sonos device.

Sonos reserves the right in its sole discretion to disqualify any individual who is found to be tampering with a Sonos account or any of the programs described in these Account Terms or http://www.sonos.com, to be acting in violation of these Account Terms, or to be acting in a disruptive manner, or with the intent to disrupt or undermine the legitimate operation of a Sonos account or any of the programs described in these Account Terms, or to annoy, abuse, threaten or harass any other person, and Sonos reserves the right to seek damages and other remedies from any such person to the fullest extent permitted by law.

In the event Sonos is prevented from managing or implementing a Sonos account or any of the programs described in these Account Terms by any event beyond its reasonable control, including but not limited to fire, storm, flood, earthquake, explosion, accidents, public disorders, civil unrest, disease outbreak, sabotage, acts of terrorism, acts of war (declared or undeclared), labour shortages riots or acts of God or public enemy, satellite or equipment failure, order of any court or jurisdiction, or other cause not reasonably within Sonos' control (each a 'Force Majeure' event or occurrence), then subject to any governmental approval which may be required, Sonos shall have the right to modify, suspend, or terminate these Account Terms, a Sonos account or any of the programs described in these Account Terms.

Any personal information collected in connection with a Sonos account or any of the programs described in these Account Terms will be used in accordance with Sonos' Privacy Statement located at www.sonos.com/legal/privacy.

ALL ISSUES AND QUESTIONS CONCERNING THE CONSTRUCTION, VALIDITY, INTERPRETATION AND ENFORCEABILITY OF THESE TERMS AND CONDITION OR THE RIGHTS AND OBLIGATIONS OF PARTICIPANTS OR SONOS IN CONNECTION WITH A SONOS ACCOUNT OR ANY OF THE PROGRAMS DESCRIBED IN THESE ACCOUNT TERMS SHALL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE INTERNAL LAWS OF THE STATE OF CALIFORNIA WITHOUT GIVING EFFECT TO ANY CHOICE OF LAW OF CONFLICT OF LAW RULES OR PROVISIONS THAT WOULD CAUSE THE APPLICATION OF ANY OTHER STATE'S LAWS. YOUR LOCAL CONSUMER PROTECTION LAWS MAY APPLY. SONOS DOES NOT IN ANY WAY RESTRICT THE RIGHTS THAT YOU MAY HAVE UNDER SUCH LAWS.

You understand and agree that you shall have no right to enjoin or restrain the development, production, advertising, promotion, distribution or exploitation of any of the programs described in these Account Terms, or any other business or project of Sonos.

If any provision of these Account Terms is found to be invalid or otherwise unenforceable or illegal, such provision shall be severed from the remainder of these Account Terms, and the balance of these Account Terms shall remain in effect and shall be construed in accordance with its terms as if the invalid or illegal provision, or the invalid or illegal portion of a provision, were not contained herein.