

Turtle Beach Free Upgrade Offer

Buy an Xbox 360® Headset Now, Jump Ahead to Xbox One™ Later

Frequently Asked Questions (FAQ):

Q. I bought an XP7, XP510, XP400, or X42 before November 22, 2013 but would still like to get the Xbox One audio adapter. Can I get one?

A. No. This offer is limited to purchases of the XP7, XP510, XP400, or X42 between November 22, 2013 and January 31, 2014.

Q. Can I order an Xbox One audio adapter now? If not, when?

A. No, the adapter is not available as a standalone product. The audio adapter is made by Microsoft and provided to Turtle Beach. Microsoft decides how and when the adapter can be sold, and so far Microsoft is only allowing companies to include it in a bundle with a new headset. Any questions about standalone adapters should be directed to Microsoft.

Q. Can I take a picture of my UPC and upload it instead of mailing it in?

A. No. The physical UPC is required.

Q. I cannot locate the UPC from my XP7, XP510, XP400, or X42 package bought between November 22, 2013 and January 31, 2014. Can I still get the free Xbox One audio adapter?

A. No. All claims must include the UPC of the package of either the XP7, XP510, XP400, or X42.

Q. I am not sure how to find the UPC of the package.

A. The UPC can be found on either the lower back or bottom of the package and looks like the image seen just below. It has a barcode with 12 numbers under the barcode.



Q. Is there a form I need to mail to you in addition to the physical UPC?

No. You just need to include the claim submission number itself along with the physical UPC.

Q. I live outside the US and it will take a long time for my UPC to arrive in Texas. Is there someplace else locally I can send the UPC so I can get the Xbox One audio adapter more quickly?

The Xbox One audio adapters are not expected to ship out until between March 1, 2014 and June 30, 2014 so there is plenty of time for us to receive your UPC in Texas.