

Google Pixel Buds Help Center: Single Part Replacements

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[Replace your lost or damaged Pixel Buds](#)

[File a warranty claim for your Google Pixel Buds](#)

[Google Pixel Buds Requirements & Specifications](#)

Problem

Pixel Buds customers often lose or damage components of Pixel Buds that are considered out of warranty. The Pixel Buds unit consists of 4 components (left bud, right bud, earbud case and eartips). For components that are out of warranty, customers can purchase single part replacements instead of getting the whole unit. The purchase pass has currently been through a customer contacting customer support.

Solution

Customers should be able to self-serve their single part replacements to reduce friction. To do so, we created a workflow for customers to go through on the Help Center and make a direct purchase through the Google Store without having to contact customer support to do it for them. This will reduce additional steps in their customer journey. It will also reduce costs in the process by reducing contacts and customer handle time.

As part of this initiative, we needed to update related Help Center articles to link out to the workflow and clarify what scenarios are within warranty and what scenarios are considered out of warranty.

This is what I did to make make content improvements to improve the self-service process:

- Split the single article about both warranties and replacements into two individual articles. It wasn't clear what was a warranty vs. what was a replacement
- Outlined clearly what was considered a replacement that a customer would have to pay for and a distinct blue call-to-action button to the workflow
- Outlined how to file a warranty claim for devices and link out to the warranty Help Center to view the applicable warranty policy
- Created distinct titles for respective articles for better SEO
- Revamped the specs and recs article for Pixel Buds to include tables, accordions, and images of each Pixel Buds generation bud and color. Customers recognize their Pixel Buds by the bud design and color. The workflow had certain limitations, so it couldn't include images.
- Included a link to the revamped Pixel Buds requirements and specs article in the replacement article so customers could review the visual aids to find the buds that they own.

Results

- Potential savings of \$120K, which is 10% of overall of Pixel Buds support
- 112.5% increase in CSAT on updated “Replacement” article (16% to 34%) three weeks post update

Skills/Techniques

- HTML coding - formatting, links, tooltips, tables
- Content strategy
- Stakeholder management (Vendor Operations, Product Support Manager, Tools & Infrastructure team, Localization)
- Data analysis

Tools

- Internal content management system
- Google Documents
- Google Analytics
- HTML

Before Update

☰ Google Pixel Buds Help

🔍 Describe your issue

Replace your Google Pixel Buds Pro

Accidents happen, and everyone gets a little forgetful from time to time. But don't worry—if a part of your Pixel Buds Pro get lost or damaged, you can get a replacement for your earbuds or eartips.¹

[Contact us](#) for more information or to start the replacement process.

¹ Replacements not available at all times and in all areas. Colors may vary and change over time. Not all colors are available in all areas.

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Was this helpful?

Yes

No

File a warranty claim for your Pixel Buds

If your Pixel Buds are or become defective through no fault of your own, you may be able to return them for repair or replacement. Accidental damage isn't covered under warranty.

Note: Warranty terms can vary depending on the country or region where you bought your product. You can get online support everywhere we sell Pixel Buds.

Step 1: Troubleshoot the problem

1. Try these steps to fix the issue:
 - [Troubleshoot audio issues](#)
 - [Troubleshoot a charging issue](#)
 - [Troubleshoot connectivity issues](#)
2. For more help, [contact support](#).

Step 2: Replace or repair your product, or file a warranty claim

1. [Check your product's warranty](#).
2. If your product is under warranty and your claim is covered, you can make a claim by [contacting us](#).

Tip: If you bought your product in a different country or region, check the warranty that came with your product. If we don't sell your product in your country or region, you may not be able to get online or phone support there.

Related articles



[Troubleshoot audio issues](#) [↗](#)

Google Pixel Buds Requirements & Specifications




To use as a headset you need:

- Any Bluetooth® 4.0 (or newer) device including Android, iOS, tablets, and laptops
- Full access to features requires Google Account, Assistant-enabled companion phone running Android 6.0+, and an internet connection.

To use with Google Assistant you need:

- [A Google Assistant enabled Android device](#)  (The device must meet all other requirements within the linked article)
- [The latest version of the Google app](#) 
- A Google Account
- An internet connection

To use with Google Translate you need:

- [A Google Assistant enabled Android device](#)  (The device must meet all requirements within the linked article)
- [The latest version of the Google app](#) 
- [The latest version of the Google Translate app](#) 
- An internet connection



Launching Google Translate from the Google Assistant requires meeting all of the requirements above for use with Google Assistant.

Google Pixel Buds Pro Specifications

Sweat and Water Resistant¹

Earbuds IPX4 water protection rating

Case IPX2 water protection rating

Wireless

Bluetooth® 5.0

Audio

Custom-designed 11 mm dynamic speaker driver

Active Noise Cancellation

Transparency mode

Volume EQ

Active in-ear pressure relief

Replace your lost or damaged Google Pixel Buds

If you lose or damage a part of your Pixel Buds, right or left earbud, charging case, or ear tips, you may be able to purchase a replacement.¹

You can only replace Pixel Buds Pro and Pixel Buds A-Series.

Note: Accidental damage (such as water damage) isn't covered under warranty.

To make sure you choose the correct replacement part, review which [Pixel Buds model and color](#) you have then click the button below to start a replacement request (US only).

Replace your Pixel Buds

Case replacements are unavailable for Alaska, Hawaii, Puerto Rico, Avalon, CA, Catalina Island, CA, Beaver Island, MI, Mackinac Island, MI, The Bass Islands, OH, Kelley's Island, OH, San Juan Islands, WA.

If your Pixel Buds are defective or continue to malfunction after you've attempted all troubleshooting steps, you may be able to file a warranty claim to get a replacement from Google.

¹ Replacements not available at all times and in all areas. Colors may vary and change over time. Not all colors are available in all areas.

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Was this helpful?

Yes

No

File a warranty claim for your Google Pixel Buds

If your Pixel Buds are defective or continue to malfunction after you've attempted all troubleshooting steps, you may be able to file a warranty claim.

Warranty terms can vary depending on the country or region where you bought your product. You can get online support everywhere we sell Pixel Buds.

To start your warranty claim:

1. [Check your product's warranty.](#)
2. If your product is under warranty and your claim is covered, you can make a claim by [contacting us.](#)

If you bought your product in a different country or region, check the warranty that came with your product. If we don't sell your product in your country or region, you may not be able to get online or phone support there.

Issues not covered by warranty

Accidental damage or replacements for losing a part of your Pixel Buds isn't covered under warranty: in these situations you may be able to [purchase replacements.](#)

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Was this helpful?

Yes

No

Google Pixel Buds Requirements & Specifications

To use your earbuds you need:

- Any Bluetooth® 4.0 (or newer) device including Android, iOS, tablets, and laptops
- Full access to features requires Google Account, Assistant-enabled companion phone running Android 6.0+, and an internet connection.

To use with Google Assistant you need:

- [A Google Assistant enabled Android device](#) (The device must meet all other requirements within the linked article)
- [The latest version of the Google app](#)
- A Google Account
- An internet connection

To use with Google Translate you need:

- [A Google Assistant enabled Android device](#) (The device must meet all requirements within the linked article)
- [The latest version of the Google app](#)
- [The latest version of the Google Translate app](#)
- An internet connection



Launching Google Translate from the Google Assistant requires meeting all of the requirements above for use with Google Assistant.



Google Pixel Buds Pro Specifications



Category	Specs
Colors ¹	Fog