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Subject: Re: Sonos speakers

Posted by [Strum Drum](#) on Fri, 01 Jul 2022 15:00:51 GMT

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Sonos never offered a discount or did anything to rectify the situation, other than paying for return shipping, which was the bare minimum expectation in my book. However, the situation was covered by media companies like The Verge, which basically forced Sonos' hand. Sonos can't force the customers to return those extra speakers and remain compliant with the FTC. The agency rule is that, "You never have to pay for things you get but didn't order. You also don't have to return unordered merchandise. You're legally entitled to keep it as a free gift." Sonos finally admitted as much. I think this rule came about after Columbia House began sending merchandise to people, then demanding payment for it. I personally wouldn't feel comfortable keeping the extras, and I bet most people will return them, but Sonos sure has behaved badly.

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