

Free 2-day shipping + returns.

GoPro Support Hub

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Warranty Information

by [GoPro ADMIN](#) on 09-30-2019 09:34 PM - edited 4 weeks ago

If you are located in the EU, please see our EU warranty page [here](#).

We're disappointed if you're not completely satisfied with your GoPro purchase. We take a lot pride in our products and service! If you are experiencing a problem with a GoPro purchase, please take a minute to read the information below to determine if your issue is covered under the GoPro warranty.

MONEY BACK GUARANTEE: (GoPro Webstore Purchases)

We want you to be totally psyched about the products you purchase from GoPro's webstore at [gopro.com](#). If at any time within 30 days of receiving your order, you are not 100% satisfied, you may return it to us for a refund*. No questions asked. Any items damaged due to reasons not covered under warranty cannot be accepted back for refund under our Money Back Guarantee. Also, associated shipping fees are not refundable. NOTE: this guarantee only applies to orders placed on GoPro's webstore at [gopro.com](#).

*Money Back Guarantee excludes the following products: Karma with Hero5 Black, Karma for Hero5 Black, Flight Kit for Karma Grip, Karma Core, Karma Stabilizer, Karma Grip, and Karma Controller (collectively "Karma Products"). You may return undamaged Karma Products purchased from GoPro's webstore within 14 days of receipt if you are not 100% satisfied. To qualify for a refund, return your Karma product in the ORIGINAL box, including device, charger, battery, instructions and other components. All merchandise must be in like new condition. Shipping charges may apply.

GOPRO WEBSTORE RETURN INSTRUCTIONS:

If you bought your product directly from [GoPro.com](#), and you are not satisfied with your purchase within the conditions described in the above Money Back Guarantee, you can return it following the below procedure. Your card will be credited upon receipt of the returned merchandise.

1. Request an RMA (Return Merchandise Authorization) number from GoPro Customer Support by clicking on the Contact Us link at the bottom left of the main [Support Page](#).
2. Package products along with a copy of the RMA form.
3. Write the RMA number on the outside of the box and send to the appropriate address based on your specific location: (items must be received by GoPro within 14 days of issuing the RMA):

Note: Please do not hand deliver your product to the RMA facility, even if you are local. These locations are not set up to receive visitors. Thanks!

Americas	EMEA	APAC
GoPro Returns 14530 Innovation Drive Riverside, CA 92518	GoPro Returns Smakterweg 100 5804 AM Venray The Netherlands	GoPro Returns 51 Ubi Avenue 3 Singapore 408858

WARRANTY REPAIR & REPLACEMENT SERVICE INSTRUCTIONS:

GoPro will replace your product or part free of charge if your product or part has a manufacturing defect that is covered by the warranty below. At GoPro's discretion, GoPro will cover shipping costs.

1. **BEFORE** sending anything to GoPro, please contact our Customer Support Team by clicking on the Contact Us link at the bottom right of the main [Support Page](#). We are often able to solve the problem quickly via email.
2. If our Customer Support Team determines that your problem qualifies under warranty coverage, you will be issued an RMA (Return Merchandise Authorization) number
3. Prepare a package to return to GoPro.
4. Write your RMA number on the outside of the box and send to the appropriate address based on your specific location:



CAMERAS

ACCESSORIES

APPS

GOPRO PLUS

AWARDS



Free 2-day shipping + returns.		
14530 Innovation Drive Riverside, CA 92518	Smartweg 100 5804 AM Venray The Netherlands	Customer Service 51 Ubi Avenue 3 Singapore 408858

Returns that don't qualify for warranty coverage will be returned to customers. It is vital that you communicate with GoPro's Customer Support Team before sending in your return. Please contact us by clicking on the Contact Us link at the bottom right of the main [Support Page](#).

GOPRO WARRANTY:

GoPro products are guaranteed against manufacturing defects one (1) year from the original date of purchase. GoPro's sole obligation in the event of such defects during this period is to repair or replace the defective part or product with a comparable part or product at GoPro's sole discretion. Except for such repair or replacement, the sale, processing or other handling of this product is without warranty, condition or other liability even though the defect or loss is caused by negligence or other fault. Damage resulting from use, accident, or normal wear and tear is not covered by this or any warranty. GoPro assumes no liability for any accident, injury, death, loss, or other claim related to or resulting from the use of this product. In no event shall GoPro be liable for incidental or consequential damages relating to or resulting from the use of this product or any of its parts. Because of possible user resealing error, this product is not warranted against waterhousing leakage or any resulting damage. Please review and follow the instructions carefully when sealing the waterhousings! Returns or replacements of parts and/or products may be subject to shipping, handling, replacement and/or restocking fees.

Questions? Comments? Experience some world class customer support when you contact our Support Team by clicking on the Contact Us link at the bottom right on the main [Support page](#). We'd love to hear from you!

GOPRO WARRANTY: Mounts And Accessories

Effective Date: October 1, 2019

Mounts and Accessories: Non-Electrical

Non-electrical GoPro mounts and accessories* are covered by a Lifetime Warranty against defects in materials and workmanship for the lifetime of the product for the benefit of the first purchaser or gift recipient. Products found to be defective will be repaired or replaced at GoPro's discretion. GoPro reserves the right to make all determinations under this warranty. Products failing due to normal wear and tear, abuse or natural breakdown of materials over extended use and time may be repaired or replaced for a fee. For product support please visit gopro.com/help.

ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THIS WARRANTY. GOPRO DISCLAIMS ALL OTHER EXPRESSED OR IMPLIED WARRANTIES OR CONDITIONS. TO THE EXTENT NOT PROHIBITED BY LAW, IN NO EVENT WILL GOPRO BE LIABLE FOR ANY LOSS OF REVENUE OR PROFIT, OR FOR ANY SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES, HOWEVER CAUSED, ARISING OUT OF OR RELATED TO THE USE OF OR INOPERABILITY OF THE PRODUCT, EVEN IF GOPRO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL GOPRO'S LIABILITY EXCEED THE AMOUNT PAID BY YOU FOR THE PRODUCT.

This Lifetime Warranty gives you specific legal rights, and you also may have other rights that vary from state to state or country to country. Some places do not allow limitations on implied warranties or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

For Lifetime Warranty evaluation please visit www.gopro.com/help for a return authorization before shipping your product to GoPro. For warranty evaluation, your product must be accompanied by an explanation and receipt. All shipping for warranty evaluation must be pre-paid and insured. GoPro cannot be liable for lost in-bound packages. Damage not covered under the Lifetime Warranty may be repaired or replaced for a reasonable rate and a fee will be charged. Warranty void where prohibited.

Mounts and Accessories: Electrical

GoPro warrants each electrical mount and accessory* for its useful life (not to exceed two year for products with electrical or electronic components) against deficiencies in material and workmanship. This LIMITED LIFETIME WARRANTY does not cover products that are improperly used, abused, altered or repaired. Products found to be defective within the warranty period will be repaired or replaced at GoPro's discretion. GoPro reserves the right to make all determinations under this warranty. Products failing due to normal wear and tear, abuse or natural breakdown of materials over extended use and time may be repaired or replaced for a fee. For product support please visit gopro.com/help.

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This Limited Lifetime Warranty gives you specific legal rights, and you also may have other rights that vary from state to state or country to country. Some places do not allow limitations on implied warranties or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.