

# Roku Player Limited Warranty Statement

## **Ninety (90) Day Limited Hardware Warranty**

Subject to the additional terms and conditions set forth below, Roku provides this Limited Warranty:

- Only to the person or entity that originally purchased a Player from Roku or from one of its authorized resellers or distributors; and
- Only for Players purchased and delivered to the end user within the United States and Canada.

## **Limited Warranty**

Roku warrants the Roku Player ("Player") hardware against defects in materials and workmanship under normal use for a period of ninety (90) days from the date of purchase ("Warranty Period"). If Roku determines that the Player's hardware is defective, Roku will either repair the unit or replace the unit with either a new or rebuilt Player, at its option. If the Warranty Period has expired or is otherwise not applicable (see Scope and Limitation on Warranty below), we will return the Player to you. More information about this warranty can be found at [www.roku.com/support](http://www.roku.com/support). THE FOREGOING SETS FORTH ROKU'S SOLE OBLIGATION AND YOUR EXCLUSIVE REMEDY IN THE EVENT OF ANY BREACH OF THIS LIMITED WARRANTY.

## **Return and Warranty Service Process**

Please access and review the online help resources at [www.roku.com/support](http://www.roku.com/support) before seeking warranty service. To return or obtain warranty service for a Player, you must first obtain a Return Merchandise Authorization (RMA) number from a Customer Support Representative (CSR) at Roku. Customer Support contact information can be found by visiting [www.roku.com/support](http://www.roku.com/support). RMA numbers expire thirty days from issuance. Roku may attempt to troubleshoot a warranty-related problem prior to issuing a RMA number. Please be prepared to provide additional information upon request. Once a RMA number is obtained, you must ship your Player, freight prepaid, together with proof of purchase and all accessories, in either the original packaging or packaging affording an equal degree of protection, to the Roku authorized distribution facility identified by the CSR. Failure to return any of the accessories could result in a delay and/or result in an invoice to you or credit to Roku for the missing accessories.

Important: When emailing for a RMA number, please provide the following information with your request: (a) model number, (b) serial number, (c) problem description, (d) software version (located in the System Configuration menu), (e) date of purchase, (f) place of purchase (reseller or online place of purchase), and (g) return shipping address (P.O. boxes are not accepted).

## **Scope of and Limitation on Warranty**

The warranty on the Player is limited to the repair or replacement of defective units as described in the Limited Warranty section above. This warranty does not cover customer training or education, installation, set up adjustments, or signal reception problems. This warranty also does not cover any issue related to the service provided by your Service Provider, including but not limited to service disruption, changes in service terms, changes in offerings, changes in format, or technical problems. This warranty does not cover damage due to acts of God, accident, misuse, abuse, negligence, commercial use or modification of, or to any part of, your Player. This warranty does not cover damage due to improper operation or maintenance, connection to improper voltage supply or attempted repair by anyone other than a facility authorized by Roku to service your Player. This warranty does not cover consumables (such as fuses and batteries).