

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 the Player from Roku or from one of its authorized resellers or distributors; and
- One (1) year limited hardware warranty for Players purchased and delivered to the end user within the United States.

Limited Warranty

Roku warrants the Roku Player ("**Player**") hardware against defects in materials and workmanship under normal use for a period of one (1) year 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. 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 Roku Support online help resources at support.roku.com before seeking warranty service. Returns or warranty service requests for your new Player must be within the 30-day return period, or within the original product warranty period. You must first obtain a Return Merchandise Authorization (RMA) number from Roku Customer 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 Roku Customer Support. 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 submitting a RMA, please provide the following information with your request: (a) model number, (b) serial number, (c) problem description, (d) software version (located in the Settings 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).

Additional Roku troubleshooting and online help resources can be found at support.roku.com

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 Internet service provider or content providers, 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

Roku Phone Numbers

Phone Support: 1-888-600-7658 (ROKU)

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.