

# Obtaining Warranty Service

If you wish to make a claim under this Limited Warranty with respect to a LifeProof Product, please log on to [www.lifeproof.com/en/contact/](http://www.lifeproof.com/en/contact/), complete the form and provide the following information in the 'Message' field:

- Product SKU
- Purchase date
- Brief (300-450 characters) description of problem

All of the above information is required before a warranty claim will be accepted. Once Company validates your claim, we will issue you an RMA number and shipping information from [support@lifeproof.com](mailto:support@lifeproof.com). In no event will LifeProof accept any shipment that is sent C.O.D.

Please note that LifeProof cannot accept returned LifeProof Products in packages without an RMA number. Your RMA number must be clearly marked on the outside of the package containing your returned LifeProof Product.

**RETURNING A LIFEPROOF PRODUCT WITHOUT AN RMA NUMBER WAIVES ALL OF LIFEPROOF'S RESPONSIBILITIES UNDER THE LIMITED WARRANTY, EVEN IF PROOF OF DELIVERY IS AVAILABLE, DUE TO OUR INABILITY TO MATCH YOUR PURCHASE WITH THE RETURNED LIFEPROOF PRODUCT – SO, IF YOU SEND US A PACKAGE WITHOUT THE RMA NUMBER CLEARLY MARKED ON THE OUTSIDE OF THE PACKAGE, YOU UNDERSTAND AND ACKNOWLEDGE THAT YOU WILL LOSE BOTH THE LIFEPROOF PRODUCT(S) IN THE PACKAGE AS WELL AS ANY APPLICABLE REMEDY YOU WOULD HAVE RECEIVED UNDER THE LIMITED WARRANTY.**

## **Warranty Disclaimers**

EXCEPT AS EXPRESSLY SET FORTH ABOVE IN THIS LIMITED PRODUCT WARRANTY SECTION, EACH LIFEPROOF PRODUCT IS PROVIDED SOLELY ON AN "AS IS" BASIS AND LIFEPROOF MAKES NO OTHER WARRANTIES OF ANY KIND. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, LIFEPROOF SPECIFICALLY DISCLAIMS AND EXCLUDES ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF NON-INFRINGEMENT, QUIET ENJOYMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IF SUCH DISCLAIMER OF ANY IMPLIED WARRANTY IS NOT PERMITTED BY LAW, THE DURATION OF ANY SUCH IMPLIED WARRANTY IS LIMITED TO THE DURATION OF THE WARRANTY PERIOD OF THE LIMITED WARRANTY AS SET FORTH ABOVE. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY MAY LAST, SO SUCH LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. IF APPLICABLE LAW SPECIFIES A MINIMUM WARRANTY PERIOD THAT IS LONGER THAN THE WARRANTY PERIOD SET FORTH IN THE LIMITED WARRANTY, THEN THE WARRANTY PERIOD FOR LIFEPROOF PRODUCTS SUBJECT TO SUCH APPLICABLE LAW SHALL BE CONFORMED TO THE MINIMUM PERIOD SO REQUIRED. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION.