

ROKU LIMITED WARRANTY TO ORIGINAL PURCHASER
FOR ROKU BRAND TELEVISIONS

What this warranty covers:

- This limited warranty covers manufacturing defects in materials and workmanship encountered in normal use of this Roku brand Device when purchased and delivered new, in the original carton to the original consumer purchaser, from an Authorized Dealer of Roku brand products in the United States and packaged with this warranty statement.

How long this warranty applies after the original purchase of this Device:

- This limited warranty begins on the original date of purchase of this Device and is valid for one (1) year from the date of purchase for parts and labor.

What Roku will do:

- If this Device is found to have manufacturing defects in materials or workmanship during the limited warranty period described above, Roku may, at its sole discretion: (1) attempt to repair this Device through in-home service; (2) pay an Authorized Roku Service Center for labor and parts to repair this Device; or (3) replace this Device with a new or refurbished / remanufactured Device of equivalent value. The decision to repair or replace this Device will be made solely by Roku.
- Certain Devices may be eligible for in-home service, at Roku's sole discretion based on visible screen size and proximity to an Authorized Roku Service Center. To be eligible for in-home service, this Device must be unobstructed, and safely accessible to service personnel. If during in-home service, repair cannot be completed, it may be necessary for service personnel to remove, repair and return the Device. If in-home service is not available for this Device, warranty service can only be performed by an Authorized Roku Service Center and Roku may elect, at our option, to provide for transportation of our choice to and/or from an Authorized Roku Service Center. Otherwise, transportation to and from an Authorized Roku Service Center is the responsibility of the purchaser.
- Roku may repair or replace this Device, at our option, with new or reconditioned parts or products if found to have manufacturing defects in materials or workmanship during the limited warranty period specified above. All replaced parts and Devices become the property of Roku and must be returned to Roku. Replacement parts and Devices assume the remaining original warranty, or ninety (90) days, whichever is longer.

How to get warranty service for this Device:

- PRE-AUTHORIZATION MUST BE OBTAINED BEFORE (1) SENDING ANY DEVICE TO AN AUTHORIZED ROKU SERVICE CENTER, OR (2) OBTAINING ANY IN-HOME REPAIR / REPLACEMENT SERVICES.
- To request pre-authorization to receive warranty service for this Device, the original purchaser must contact Roku for problem determination and service procedures by submitting a warranty service request at **roku.com** (<http://roku.com>) or by contacting Roku at **support.roku.com/contactus** (<http://support.roku.com/contactus>).
- Please have your original purchase receipt or proof of purchase (bill of sale or receipted invoice), this Device's original date of purchase, place of purchase, and model/serial number ready. The model/serial number information can be found on the back of the Device or from the 'About' menu in the TV settings. Upon request, the original dated bill of sale must be presented as proof of purchase to Roku or to an Authorized Roku Service Center.
- Before authorizing warranty service, a representative will attempt to troubleshoot any problem reported with this Device. If it is determined that this Device requires service under this Limited Warranty, the means and location for service will be determined by Roku in its sole discretion.

What this warranty does not cover:

- Delivery, installation, and related adjustments or customer instruction. The Quick Start Guide included with purchase describes how to install, adjust, and operate this Device. Additional information is available at go.roku.com/TV (<http://go.roku.com/TV>).
- Consumable components such as fuses, batteries, or adhesive strips.
- Damage that occurs during shipping, delivery, or installation.
- Damage that results from non-approved installation methods, applications, and uses of this Device
- Damage caused by any repair or modifications performed anywhere other than at an Authorized Roku Service Center.
- Signal reception problems not caused by this Device.
- Damage caused by accidents, misuse, abuse, neglect, normal wear and tear, mishandling, faulty installation, incorrect electrical voltage, power surges, failure to strictly follow any instructions, safety information, or warnings accompanying this Device, or by products, utilities, services, parts, accessories, applications, external wiring or connectors not supplied by Roku.
- Cosmetic damage, markings or images on the Device's display resulting from viewing fixed images (including but not limited to certain 4:3 images on wide screen televisions, or data or images in fixed screen locations from banners, video games, or certain broadcast networks), or changes in brightness due to normal aging.

- This Device, if purchased outside the United States, in “As-Is”, “Factory Reconditioned”, “Factory Re-Certified”, or “Refurbished” condition, or if purchased as a “Used,” “Open Box,” or “Demo” Device, or if this Device’s original product or serial numbers have been altered or removed.
- Damage caused by acts of nature or God, including but not limited to earthquake, fire, flooding, or lightning.
- Uninterrupted or error-free operation of this Device.
- Parts, labor or other costs incurred to repair damage or issues not caused by defective materials or workmanship.

LIMITATION OF WARRANTY

- THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED AND DESCRIBED ABOVE, AND NO WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY AFTER THE EXPRESS WARRANTY PERIODS STATED ABOVE, AND NO OTHER VERBAL OR WRITTEN EXPRESS WARRANTY OR GUARANTY GIVEN BY ANY PERSON OR CORPORATION WITH RESPECT TO THIS DEVICE SHALL BE BINDING ON ROKU. ROKU SHALL NOT BE LIABLE FOR LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE, OR INABILITY TO USE THIS DEVICE, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF ROKU HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST ROKU BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE DEVICE SOLD BY ROKU AND CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, PURCHASER ASSUMES ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PURCHASER AND PURCHASER’S PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF THE USE, MISUSE OR INABILITY TO USE THIS DEVICE AND NOT CAUSED DIRECTLY BY THE NEGLIGENCE OF ROKU. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THIS DEVICE, IS NONTRANSFERABLE AND STATES YOUR EXCLUSIVE REMEDY. THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY ARE GOVERNED BY THE LAWS OF THE STATE OF CALIFORNIA.

How State Law relates to this warranty:

- Some states do not allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. Some States do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

[Terms and Conditions](#)

[Privacy Policy](#)

[Developer Site \(https://developer.roku.com\)](https://developer.roku.com)

[About ads & cookies \(https://docs.roku.com/published/cookiepolicy\)](https://docs.roku.com/published/cookiepolicy)

[My Privacy Choices !\[\]\(e78f798d4ea5c530c9db49e7d26e6b95_img.jpg\)](#)
(<https://privacy.roku.com/ccpa>)

© 2008-2024 Roku, Inc. (<https://www.roku.com>)