



USA/Canada

This Limited Warranty applies if you are a consumer and you purchased your device in the USA or Canada.

Google warrants that your device and its included accessories will be free from defects in materials and workmanship under normal use in accordance with Google's product documentation for one year from the date of original retail purchase in its original packaging by you. If your device has been refurbished, Google warrants that the device and included accessories will be free from defects in materials and workmanship under normal use in accordance with Google's published product documentation for ninety days from the date of retail purchase by you (these warranties are collectively referred to as our "Limited Warranty").

This Limited Warranty is only valid and enforceable in locations the device is sold and will apply only if you purchased your device from Google or its authorized resellers. This Limited Warranty only applies to the hardware components (and not any software elements) of the device and does not apply to damage caused by normal wear and tear, accidents, misuse (including failure to follow product documentation), neglect, disassembly, alterations, servicing other than by Google-authorized technicians, and external causes such as, but not limited to, water damage, extreme thermal or environmental conditions. This Limited Warranty does not guarantee that use of the device will be uninterrupted or error-free.

EXCLUSIVE REMEDY: If a defect arises and you return your device during the Limited Warranty period (which is one year for new devices and ninety days for refurbished devices), Google will in its sole discretion and to the extent permitted by law either repair your device using new or refurbished parts, replace your device with a new or refurbished device functionally at least equivalent to yours, or accept the return of the device in exchange for a refund of the purchase price you paid for your device. If Google repairs or replaces your device, the repaired or replaced device will continue to be warranted for the remaining time of the original warranty period. All returned parts for which you have received a replacement will become the property of Google. Nothing in this Limited Warranty will reduce or otherwise affect your statutory rights in relation to the device.

To make a claim under this Limited Warranty, please contact g.co/pixelbook/support.

We'll need your name, contact information and the serial number of your device. In certain situations, you might have to provide a purchase receipt. Please refer to the Privacy Policy for more information on how we handle that data, at google.com/privacy. It is your responsibility to backup all data prior to returning the device under this Limited Warranty.

THE LIMITED WARRANTY WRITTEN ABOVE IS THE ONLY EXPRESS WARRANTY GOOGLE PROVIDES FOR THE DEVICE, AND THE ABOVE REMEDY IS YOUR SOLE REMEDY. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, GOOGLE EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS OF ANY KIND, WHETHER STATUTORY OR IMPLIED, ARISING FROM COURSE OF CONDUCT OR OTHERWISE, REGARDING THE DEVICE, EXCEPT THAT ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR

A PARTICULAR PURPOSE, AND NON-INFRINGEMENT ARE LIMITED IN DURATION TO THE PERIOD OF THE EXPRESS WARRANTY ABOVE (EITHER ONE YEAR OR NINETY DAYS, DEPENDING ON WHETHER THE DEVICE IS NEW OR REFURBISHED).

Some states, provinces or territories do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

YOU EXPRESSLY UNDERSTAND AND AGREE THAT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, GOOGLE AND ITS SUBSIDIARIES AND AFFILIATES (COLLECTIVELY, "GOOGLE PARTIES") SHALL NOT BE LIABLE TO YOU UNDER ANY THEORY OF LIABILITY (WHETHER CONTRACT, TORT (INCLUDING NEGLIGENCE) OR FAILURE OF ANY WARRANTY OR OTHERWISE) FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES THAT MAY BE INCURRED BY YOU IN CONNECTION WITH THE DEVICE OR THESE TERMS, INCLUDING ANY LOSS OF DATA, WHETHER OR NOT A GOOGLE PARTY OR ITS REPRESENTATIVES HAVE BEEN ADVISED OF OR SHOULD HAVE BEEN AWARE OF THE POSSIBILITY OF ANY SUCH LOSSES ARISING. YOU EXPRESSLY UNDERSTAND AND AGREE THAT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE GOOGLE PARTIES' TOTAL LIABILITY IN CONNECTION WITH THE DEVICE OR THIS LIMITED WARRANTY WILL NOT EXCEED THE AMOUNT YOU ACTUALLY PAID GOOGLE OR AN AUTHORIZED SELLER FOR THE DEVICE.

Some states, provinces or territories do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.

No employee or representative of Google or its affiliates or any third party is authorized to make any modification, extension or addition to this Limited Warranty. If any term of this Limited Warranty is held to be illegal or unenforceable, the remaining terms of this Limited Warranty will remain in full force and effect.

This Limited Warranty is given by Google Inc., whose registered address is at 1600 Amphitheatre Parkway, Mountain View, CA, USA, 94043, and it gives you specific legal rights. You may have other rights, which vary from state to state or jurisdiction to jurisdiction.

Replacements, warranties, & product guarantees

This article is about replacements under Google's manufacturer warranty.

To find the warranty for your device, visit [the warranty center](#).

[Learn about extended protection plans](#)

Pixel owners can choose from the following protection plans:

- Preferred Care for Pixel 2, Pixel 2 XL, or Pixelbook from the Google Store
- Device protection for Pixel or Pixel XL from the Google Store

If you're having a problem with a device or accessory you bought on the Google Store, you may be entitled to a repair, replacement, or refund. The problem must occur within the covered period (different depending on where you live).

Devices or accessories bought from the Google Store

You **may be entitled** to a repair, replacement or refund if your device:

- Doesn't charge properly.
- Won't turn on.
- Freezes often.
- Has microphone, speaker, or button issues.
- Has trouble getting internet or cell signal.

You usually are not entitled to a repair, replacement, or refund if:

- You dropped the item and it cracked.
- Debris entered the USB-C port and it stopped working.
- You lost it, it was stolen, or you don't have it anymore.

Nothing in this article affects your legal statutory rights.

Start a claim

If you purchased your device or accessory from Google and there is a problem with your device that you think may be covered, [start a claim](#).

Devices & accessories bought outside of the Google Store

If you didn't buy your device or accessory from Google, then please contact the seller or the manufacturer directly. You can visit the [warranty center](#) for manufacturer contact info.

Issues with a replacement device

If you got a new or refurbished replacement device because of a claim, your replacement device is typically covered under your manufacturer's warranty either for as long as the original warranty lasts or for 90 days, whichever is longer. This term varies among manufacturers, so consult the warranty for your product. You may also have additional legal rights depending on your jurisdiction.

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.