

## Terms and Conditions

### Limited Warranty

This Limited Warranty is provided by Rakuten Kobo Inc., 150 John Street 5<sup>th</sup> Floor, Toronto, Ontario M5V 3E3, Canada, ("Kobo") and gives you specific legal rights with respect to your Kobo Ereader or Tablet ("Device"). Please review it carefully. You may also have other rights under consumer protection laws of the jurisdiction of your purchase or, if different, residence, which rights may vary from jurisdiction to jurisdiction, in which case this Limited Warranty does not affect those rights to the extent that such rights may not be limited under law to those stated herein.

#### **What is covered by the two (2) year Standard Limited Warranty?**

Subject to the terms and conditions of this Limited Warranty, Kobo warrants that the hardware components comprising your Device will be free from defects in materials and workmanship under normal consumer use for a period of two (2) year from the date of original retail purchase (the "Standard Warranty Period"). During this Standard Warranty Period, if a defect arises that is covered by this Limited Warranty, Kobo will, subject to the terms and conditions of this Limited Warranty, at its option, either: (i) replace your Device with a new or refurbished model of equal or greater value; or (ii) repair your Device using new or refurbished parts. For the purposes of this Limited Warranty, "refurbished" means a Device or part that has been returned to its original specifications in Kobo's sole discretion. The foregoing is your sole and exclusive remedy for any breach of this Limited Warranty or for any other claims otherwise relating to this Limited Warranty.

#### **What is not covered by this Limited Warranty?**

The Limited Warranty described herein does not cover: (a) damage or malfunctions caused by accident, misuse, neglect, abuse, acts of God or other external causes; damage or malfunctions caused by third-party products including, without limitation, software, downloaded data or materials, consumable parts, accessories or peripherals; damage or malfunctions caused by Internet or telecommunications failures; damage or malfunctions caused by commercial use; or damage or malfunctions caused by unauthorized opening, use, service, tampering, alteration, repair or modification; (b) cosmetic damage or normal wear and tear; (c) any software, whether or not contained in or distributed with your Device; (d) any downloaded data or materials; (e) consumable parts, (f) accessories or peripherals; or (g) damage caused by inadequate packing or shipping procedures in returning your Device to Kobo for service. Please refer to the Kobo Device License Agreement and Terms of Use available at [www.kobo.com/termsofuse](http://www.kobo.com/termsofuse) for your rights and obligations with respect to any software contained in or distributed with your Device. KOBDO DOES NOT WARRANT OR GUARANTEE THAT THE OPERATION OF YOUR DEVICE WILL BE UNINTERRUPTED OR ERROR-FREE.

#### **How to make a Warranty Claim or arrange for Warranty Service?**

Please access and review the online help resources available at <https://help.kobo.com/hc/requests/new> before requesting warranty service.

To make a warranty claim or arrange for warranty service for your Device, you must contact Kobo at: <https://help.kobo.com/hc/requests/new>.

When you contact Kobo, Kobo will provide a Return Merchandise Authorization ("RMA") number and specific instructions to you as to how and where to return your Device. You may be required to provide your contact details, place of purchase, date of purchase and the model and serial number of the Device to be returned. Your Device must be shipped, prepaid and insured by you, in its original packaging, together with proof of purchase (i.e., a dated purchase or gift receipt) and the RMA number provided by Kobo, to the address



specified by Kobo. You may also be required to provide a valid credit card number in order to obtain an advance replacement Device before Kobo receives your Device at its returns center. You must return your Device within the timeframe specified by Kobo; if you do not or if Kobo determines that your returned Device is not covered by the Limited Warranty, Kobo reserves the right to charge your credit card for the retail purchase price of any advance replacement Device sent to you plus applicable shipping and handling costs. If no credit card number is provided, you will be required to send your Device to Kobo before a replacement is sent out.

**Before you send your Device to Kobo for warranty service, it is your responsibility to back up any data, software or files that you may have stored on your Device. Any such data, software or files may be lost or reformatted during service. Neither Kobo nor its affiliates, resellers, distributors or agents will be responsible for any damage to or loss of your data, software or files or for the cost of backing up or recovering your data, software or files.**

Your Device or a replacement will be returned to you configured as your product was configured when originally purchased, subject to applicable updates that Kobo, in its discretion, makes generally available free of charge. You will be responsible for reinstalling all other data, software and files.

You will be solely responsible for any cost, expense, loss or damage relating to your failure to comply with the above terms or Kobo's instructions.

Kobo will collect, use, disclose and maintain your customer information for the purpose of communicating with you and providing any applicable warranty service to you under the applicable Limited Warranty, in accordance with its privacy policy available at [www.kobo.com/privacypolicy](http://www.kobo.com/privacypolicy)

### **What will Kobo do when it receives your device?**

When Kobo receives your Device, it will examine it and determine whether it is covered by this Limited Warranty. If, upon examination, Kobo determines that your Device is covered by this Limited Warranty and an advance replacement Device has not already been provided to you, Kobo will, within a reasonable period of time, at its option, do one of the following: (i) replace your Device with a new or refurbished model of equal or greater value; or (ii) repair your Device using new or refurbished parts. If your Device is covered by the Limited Warranty, Kobo will send the replacement or repaired Device to you within the United Kingdom, at Kobo's cost and by Kobo's choice of carrier. Any international shipping charges, duties or other associated costs will be at your expense. If, upon examination, Kobo determines that your Device is not covered by this Limited Warranty, Kobo will: (i) return your Device to you, at your expense, or (ii) if an advance replacement Device has been provided to you, charge your credit card for the retail purchase price of such replacement, plus applicable shipping and handling costs. Any returned Device or Device parts for which a replacement is given shall become the property of Kobo.

### **What will be the warranty period if your Device is replaced or repaired?**

If your Device is replaced or repaired during the Standard Warranty, it will be covered by this Limited Warranty for the remainder of the original warranty period or ninety (90) days from the date of shipment of the replacement or repaired Device, whichever is longer.

### **Disclaimer**

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### **Modification**

No employee or representative of Kobo or its affiliates or any third party is authorized to make any additions or extensions to this Limited Warranty. Kobo reserves the right, at its sole discretion, to change, modify, add, or delete portions of this Limited Warranty at any time without further notice. If Kobo does this, Kobo will post the revised version of this Limited Warranty at [www.kobo.com/userguides](http://www.kobo.com/userguides). The Limited Warranty which governs your Device will be the version of this Limited Warranty in effect on date of original retail purchase of the Device.

### **Authorized Dealer**

Kobo is committed to providing customers with reliable products through authorized dealers. Kobo products sold by unauthorized dealers are not covered by Kobo's warranty. As such products may be counterfeit, used or defective, please ensure to purchase Kobo products from Kobo authorized dealers. For more information about authorized dealers, please contact us using the online help resource, which is available at <https://help.kobo.com/hc/requests/new>.

### **Governing Law and Jurisdiction**

If you reside in England, this Limited Warranty and any dispute that might arise between you and Kobo in respect of this Limited Warranty is to be governed by and construed in accordance with English Law (without regard to principles of conflict of laws) and the forum or venue of any dispute arising out of or relating to this Limited Warranty shall be in London, England. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to the Limited Warranty.

### **General**

If any term of this Limited Warranty is held to be invalid or unenforceable, the remaining terms of this Limited Warranty will remain in full force and effect. Waiver by Kobo of any default will not be deemed a continuing waiver of such default or a waiver of any other default. By use of your Device you accept and agree to the terms and conditions of this Limited Warranty. You further agree that this Limited Warranty and any and all related documents shall be drawn up in English only. This Limited Warranty has been last updated on 04/13/2023.