Roku

Roku

ROKU LIMITED WARRANTY TO ORIGINAL PURCHASER

FOR ROKU BRAND DEVICES

One (1) Year Limited Warranty

Subject to the additional terms and conditions set forth below, Roku, Inc. ("**Roku**") provides this Limited Warranty:

Only against defects in materials and workmanship in durable hardware components of Roku streaming players, smart home devices, audio products, and remotes and other durable hardware accessories included with the foregoing (each, a "**Device**");

Only for a Device purchased by and delivered to an end user within the United States;

Only for a period of one (1) year from the date of the end user's purchase of the Device (the "**Warranty Period**")

Only to the end user that originally purchased a Device from Roku or from one of Roku's authorized resellers or distributors.

Limited Warranty

Roku warrants the durable hardware components of each Device 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 Device's hardware is defective, Roku will either repair the unit or replace the unit with either a new or rebuilt Device, at Roku's option. If the Warranty Period has expired or is otherwise not applicable (see **Scope of and Limitation on Warranty** section below), you are responsible for the payment of all labor charges, parts, and materials, or you may purchase a replacement Device at your own expense. 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 the online help resources at support.roku.com before seeking warranty service. To return or obtain warranty service for a Device, you must first obtain a Return Merchandise Authorization ("**RMA**") number from Roku by visiting https://support.roku.com/contactus and selecting the Return/Replace option on that page, or by contacting us by mail at 1701 Junction Court, Suite 100, San Jose, CA 95112. RMA numbers are valid for only thirty days from issuance. Roku may attempt to troubleshoot a warranty-related problem prior to issuing an

RMA number. Please be prepared to provide additional information upon request. Within thirty days of issuance of an RMA number, you must ship your Device, 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. Failure to return any of the accessories could result in a delay or result in an invoice to you or credit to Roku for the missing accessories.

Important: Devices sent to Roku without a valid RMA number will not be processed and will only be returned to the sender at their own expense. When requesting an RMA number, please provide the following information with your request: (a) model number, (b) serial number, (c) problem description, (d) software version (located in the System Configuration menu), (e) date of purchase, (f) name of retail seller, and (g) return shipping address within the United States (P.O. boxes are not accepted).

Scope of and Limitation on Warranty

The warranty on the Device is limited to the repair or replacement of defective durable hardware components of the Device, 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 service provider, 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 Device. This warranty does not cover damage due to improper operation or maintenance, connection to improper voltage supply or attempted repair by anyone other than a facility authorized by Roku to service your Device. **This warranty does not cover consumables (such as fuses, batteries, or adhesive strips) or Roku TV systems.** More information on warranty terms applicable to Roku TV systems can be found by visiting support.roku.com. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE ABOVE LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. 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 MAY NOT APPLY TO YOU. NO EMPLOYEE OR REPRESENTATIVE OF ROKU IS AUTHORIZED TO CHANGE THIS WARRANTY IN ANY WAY OR GRANT ANY OTHER OR ADDITIONAL WARRANTY FOR A DEVICE ON ROKU'S BEHALF.