

# WARRANTY REPAIR & REPLACEMENT SERVICE INSTRUCTIONS:

GoPro will replace your product or part free of charge if your product or part has a manufacturing defect that is covered by the warranty below. At GoPro's discretion, GoPro will cover shipping costs.

1. **BEFORE** sending anything to GoPro, please contact our Customer Support Team by clicking on the Contact Us link at the bottom right of the main [Support Page](#). We are often able to solve the problem quickly via email.
2. If our Customer Support Team determines that your problem qualifies under warranty coverage, you will be issued an RMA (Return Merchandise Authorization) number
3. Prepare a package to return to GoPro.
4. Write your RMA number on the outside of the box and send to the appropriate address based on your specific location:

Note: Please do not hand deliver your product to the RMA facility, even if you are local. These locations are not set up to receive visitors. Thanks!

Americas	EMEA	APAC
GoPro Warranty Service 2111 Eastridge Ave Riverside, CA 92507 USA	GoPro Warranty Service Smakterweg 100 5804 AM Venray The Netherlands	GoPro Warranty Service 51 Ubi Avenue 3 Singapore 408858

Returns that don't qualify for warranty coverage will be returned to customers. It is vital that you communicate with GoPro's Customer Support Team before sending in your return. Please contact us by clicking on the Contact Us link at the bottom right of the main [Support Page](#).

## GOPRO WARRANTY:

The statutory – legal guarantee covers the productions defects of the products and of the accessories GoPro for a period of 2 years from the original purchase day and this guarantee can be enforced by the consumer within 2 months form the discovery of the defect. We suggest, for this reason, to keep your receipt (tax receipt at purchase) or other similar document received when you pick up the product. In case of conformity defect, the consumer is entitled, at its own discretion, to the repair or the substitution of the defected products by the seller, without any additional cost, save if the requested remedy is not possible or too much expensive in respect of the other. If repair or substitution are not possible, the consumer has, in any case, the right to have a reduction of the price or to have a sum proportioned to the product value paid back, against the return of the product to the seller. The above applies ONLY to consumers as defined by the Law.

Damages deriving from the use or from an accident or caused by the natural wear and tear do not fall within this guarantee or other guarantees. GoPro denies any responsibility deriving from incidental or consequential damages caused by the misuse of the products or its components. The guarantee does not cover the loss of the box and the damages which can derive from such loss and this is because of potential errors made by the users in closing. Please read and follow carefully the instructions for the hermetic closure of the boxes.

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.