

One-Year Limited Warranty for Amazon Devices

Amazon Devices Covered by this One-Year Limited Warranty: Kindle Paperwhite, Kindle Voyage, Kindle (8th Generation), Kindle (7th Generation), Kindle Oasis, Kindle Fire HD, Kindle Fire HDX, Fire HD (4th Generation) and Fire HD (5th Generation), Fire HDX, Fire HD 10 (7th Generation), Kindle Audio Adapter, Amazon Fire TV, Fire TV Stick (1st Generation), Fire TV Stick – Basic Edition, Amazon Echo (1st Generation), Amazon Echo (2nd Generation), Echo Plus, Echo Dot (1st Generation), Echo Show, Echo Spot, Echo Look, Echo Connect, Amazon Tap, and Amazon Cloud Cam.

This Warranty for the Amazon Device (the "Device") is provided by the entity set forth in the table below. The provider of this warranty is sometimes referred to herein as "we."

We warrant the Device against defects in materials and workmanship under ordinary consumer use for one year from the date of original retail purchase. During this warranty period, if a defect arises in the Device, and you follow the instructions for returning the Device, we will at our option, to the extent permitted by law, either (i) repair the Device using either new or refurbished parts, (ii) replace the Device with a new or refurbished Device that is equivalent to the Device to be replaced, or (iii) refund to you all or part of the purchase price of the Device. This limited warranty applies, to the extent permitted by law, to any repair, replacement part or replacement device for the remainder of the original warranty period or for ninety days, whichever period is longer. All replaced parts and Devices for which a refund is given shall become our property. This limited warranty applies only to hardware components of the Device that are not subject to accident, misuse, neglect, fire or other external causes, alterations, repair, or commercial use.

Instructions. For specific instructions about how to obtain warranty service for your Device, please contact Customer Service using the contact information on the left side of this page. In general, you will need to deliver your Device in either its original packaging or in equally protective packaging to the address specified by Customer Service. Before you deliver your Device for warranty service, it is your responsibility to remove any removable storage media and back up any data, software, or other materials you may have stored or preserved on your Device. It is possible that such storage media, data, software or other materials will be destroyed, lost or reformatted during service, and we will not be responsible for any such damage or loss.

Limitations. TO THE EXTENT PERMITTED BY LAW, THE WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES, AND WE SPECIFICALLY DISCLAIM ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND AGAINST HIDDEN OR LATENT DEFECTS. IF WE CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION

TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY AND TO REPAIR OR REPLACEMENT SERVICE.

SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG A STATUTORY OR IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. WE ARE NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR UNDER ANY OTHER LEGAL THEORY. IN SOME JURISDICTIONS THE FOREGOING LIMITATION DOES NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF DIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. THIS "LIMITATIONS" SECTION DOES NOT APPLY TO CUSTOMERS IN THE EUROPEAN UNION.

This limited warranty gives you specific rights. You may have additional rights under applicable law, and this limited warranty does not affect such rights.

FOR AUSTRALIAN CONSUMERS: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

Warranty Provider

If you purchased your Device:

From Amazon.com or from authorized resellers located in the United States.

From Amazon.co.uk, Amazon.de, Amazon.fr, Amazon.it, Amazon.es, or from authorized resellers located in Europe

From Amazon.ca

From Amazon.in or authorized resellers located in India

This Warranty is provided by:

Amazon Fulfillment Services, Inc., 410 Terry Ave. North, Seattle, WA 98109-5210, United States

Amazon EU S.à r.l., 5 rue Plaetis, L-2338, Luxembourg

Amazon.com.ca, Inc., 410 Terry Ave. North, Seattle, WA 98109-5210, United States

Amazon Seller Services Private Limited, 8th Floor, Brigade Gateway, 26/1 Dr. Rajkumar Road, Bangalore, Karnataka-560055, India

From Amazon.co.jp or from authorized resellers located in Japan

Amazon Japan G.K., 1-8-1 Shimomeguro Meguroku, Tokyo 153-0064, Japan

From Amazon.cn or from authorized resellers located in the People's Republic of China

Amazon Joyo Co. Ltd., 26F, Bldg A, Ocean International Center, No. 56 East 4th Ring Road, Chaoyang District, Beijing, China

From Amazon.com.br

Amazon Serviços de Varejo do Brasil Ltda., Av. Presidente Juscelino Kubitschek, 2041 - Torre E - 18º andar, São Paulo - SP, 04543-000, Brasil

From Amazon.com.mx

Servicios Comerciales Amazon México S. de R.L. de C.V., Boulevard Manuel Avila Camacho #36 Piso 10 y 12, Colonia Lomas De Chapultepec, Seccion Delegacion Miguel Hidalgo, Distrito Federal, 1100, Mexico

From any other Amazon website or from authorized resellers located in Canada, Brazil, Mexico, or other countries not listed above

Amazon Fulfillment Services, Inc., 410 Terry Ave. North, Seattle, WA 98109-5210, United States

Updates to this table may be posted on <https://www.amazon.com/devicesupport>.

Additional Information; Other Language Versions

You can find the Kindle Terms of Use, Kindle Store Terms of Use, One-Year Limited Warranty, Customer Service contact information, and other applicable terms and Device information (including in other languages) at <https://www.amazon.com/devicesupport>.

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.