

# Warranty Information

If you are located in the EU, please see our EU warranty page here (<http://gopro.com/help/articles/Block/Warranty-Information-EU>).

We're disappointed if you're not completely satisfied with your GoPro purchase. We take a lot pride in our products and service! If you are experiencing a problem with a GoPro purchase, please take a minute to read the information below to determine if your issue is covered under the GoPro warranty.

## **30 DAY MONEY BACK GUARANTEE: (GoPro Webstore Purchases)**

We want you to be totally psyched about the products you purchase from GoPro's online store (<http://shop.gopro.com/>). If at any time within 30 days of receiving your order, you are not 100% satisfied, you may return it to us for a refund. No questions asked. Any items damaged due to reasons not covered under warranty cannot be accepted back for refund under our 30 Day Money Back Guarantee. Also, associated shipping fees are not refundable. *NOTE: this guarantee **only** applies to orders placed on GoPro's webstore at [gopro.com](http://gopro.com).*

## **GOPRO WEBSTORE RETURN INSTRUCTIONS:**

If you bought your product directly from GoPro.com, and you are not satisfied with your purchase within 30 days of receipt, you can return it following the below procedure. Your card will be credited upon receipt of the returned merchandise.

1. Request an RMA (Return Merchandise Authorization) number from GoPro Customer Support by clicking on the Contact Us link at the bottom left of the main Support Page (<http://gopro.com/help>).
2. Package products along with a copy of the RMA form.
3. Write the RMA number on the outside of the box and send to the appropriate address based on your specific location: (items must be received by GoPro within 14 days of issuing the RMA):

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 Returns 2111 Eastridge Ave Riverside, CA 92507 USA	GoPro Returns Smakterweg 100 5804 AM Venray The Netherlands	GoPro Returns 51 Ubi Avenue 3 Singapore 408858

## **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 (<http://gopro.com/help>). 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 (<http://gopro.com/help>).

## **GOPRO WARRANTY:**

GoPro products and accessories are guaranteed against manufacturing defects one (1) year from the original date of purchase. GoPro's sole obligation in the event of such defects during this period is to repair or replace the defective part or product with a comparable part or product at GoPro's sole discretion. Except for such repair or replacement, the sale, processing or other handling of this product is without warranty, condition or other liability even though the defect or loss is caused by negligence or other fault. Damage resulting from use, accident, or normal wear and tear is not covered by this or any warranty. GoPro assumes no liability for any accident, injury, death, loss, or other claim related to or resulting from the use of this product. In no event shall GoPro be liable for incidental or consequential damages relating to or resulting from the use of this product or any of its parts. Because of possible user resealing error, this product is not warranted against waterhousing leakage or any resulting damage. Please review and follow the instructions carefully when sealing the water housings! Returns or replacements of parts and/or products may be subject to shipping, handling, replacement and/or restocking fees.

Questions? Comments? Experience some world class customer support when you contact our Support Team by clicking on the Contact Us link at the bottom right on the main Support page (<http://gopro.com/help>). We'd love to hear from you!

Was this article helpful? Yes | No

**Get Support For:**

+ Cameras

+ Premium Accessories

Mounts & Accessories (/help/Mounts-Accessories)

+ Software + App

+ Spherical

Product Updates (<http://www.gopro.com/update>)

Product Manuals (<http://www.gopro.com/support/product-manuals-support>)

Broadcast/Cinema (/help/Broadcast-Cinema)

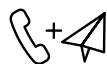
Shipping + Returns (/help/Shipping-Information)

Order Status (<http://gopro.com/order-status>)

Policies (/help/articles/block/GoPro-Policies)

Open Source (/help/articles/block/Open-Source-Software)

Declarations of Conformity (/help/articles/block/Regulatory-Information)



Contact Sales & Support

(/help/PKBContactus)



(<https://gopro.com/>)

- Shop (<https://shop.gopro.com/>)
- Videos + Photos (<https://gopro.com/channel/>)
- Support (<https://gopro.com/help>)

- [Shop Local \(https://gopro.com/store-locator\)](https://gopro.com/store-locator)

•  
Sign In (<https://gopro.com/login/>)

1 (855) 635 3578 (US)

0

Free Shipping + Money Back Guarantee

Free Shipping on all orders to EU countries, Norway, and Switzerland. Plus, if at any time within 30 days of receiving your order you are not 100% satisfied with your GoPro products, you may return the items to us for a full refund. No questions asked.

Cameras

(<https://shop.gopro.com/cameras>)

Virtual Reality

(<https://shop.gopro.com/virtualreality>)

Drone

(<https://shop.gopro.com/karma>)

Mounts + Accessories

(<https://shop.gopro.com/mounts-accessories>)

Apps

(<https://shop.gopro.com/softwareandapp>)

Shop By Activity

(<https://shop.gopro.com/shopbyactivity>)

Advanced Systems

(<https://shop.gopro.com/advancedsystems>)

Video of the Day

(<https://gopro.com/channel/video-of-the-day>)

Photo of the Day

(<https://gopro.com/channel/photo-of-the-day>)

GoPro VR

(<https://vr.gopro.com/>)

GoPro Awards

(<https://gopro.com/awards>)

Top Picks

(<https://gopro.com/channel/top-picks>)

United States ▼

Select your language

English

Español

Français

Italiano

Deutsch

Português

日本語

한국어

普通话

## Your cart

Your cart is empty

Shop (<https://shop.gopro.com/>)

**Account**

My Media (<https://gopro.com/media-manager/>) Settings (<https://gopro.com/settings/>) Sign Out

(<https://gopro.com/logout/>)



(<https://gopro.com/>)

0

 (<https://gopro.com/login>)

- Shop
  - Cameras (<https://shop.gopro.com/cameras>)
  - Virtual Reality (<https://shop.gopro.com/vr-cameras/omni---all-inclusive/MHDHX-006.html>)
  - Drone (<https://shop.gopro.com/karma>)
  - Mounts + Accessories (<https://shop.gopro.com/mounts-accessories>)
  - Apps (<https://shop.gopro.com/softwareandapp>)
  - Shop By Activity (<https://shop.gopro.com/shopbyactivity>)
  - Advanced Systems (<https://shop.gopro.com/advancedsystems>)
- Videos + Photos
  - Video of the Day (<https://gopro.com/channel/video-of-the-day>)
  - Photo of the Day (<https://gopro.com/channel/photo-of-the-day>)
  - GoPro VR (<https://vr.gopro.com/>)
  - GoPro Awards (<https://gopro.com/awards>)
  - Top Picks (<https://gopro.com/channel/top-picks>)
- Support (<https://gopro.com/help>)
- Shop Local (<https://gopro.com/store-locator>)

## Join the GoPro movement

---

I want to receive the latest GoPro videos, news, tutorials, software updates, special deals and giveaways.

Thank you for signing up for the GoPro newsletter.  
There was a problem submitting your email. Please try again.

## Camera Software Updates

---

Keep your GoPro up to date for the latest features and best performance.

Download Update (<https://gopro.com/update>)

## Customer Support

---

Visit the support page for help, and find answers to commonly asked questions.

Visit Support (<https://gopro.com/help>)

**facebook** (<http://www.facebook.com/gopro>) **YouTube** (<http://www.youtube.com/GoProCamera>)

 (<http://twitter.com/gopro>) *Instagram* (<http://instagram.com/GoPro>) 

(<http://www.pinterest.com/GoPro>)

**30 Day** Money Back Guarantee

---

About Us (<https://gopro.com/about-us>) News (<https://gopro.com/news>) Careers (<https://gopro.com/careers>)  
Get Stickers (<http://gopro.orderingstore.com>) International Distributors (<https://gopro.com/international-distributors>) Become a Dealer (<https://gopro.com/authorized-reseller-program>) Affiliate Program  
(<https://gopro.com/affiliate-program>) Terms (<https://gopro.com/terms>) Privacy Policy  
(<https://gopro.com/privacy-policy>) Shop Local (<https://gopro.com/store-locator>) Contact Us  
(<https://gopro.com/connect>) Refurbished Cameras (<https://shop.gopro.com//cameras/refurbished-hero3plus-black-edition/CHDNH-B07.html>) Order Status (<https://gopro.com/order-status>) Investor Relations  
(<http://investor.gopro.com>) Supply Chain (<https://gopro.com/casupplychaindisclosure>) Developer Program  
(<https://developer.gopro.com/info>) Cause (<https://gopro.com/goproforacause>) Feedback  
(<https://gopro.com/feedback>)

© 2016 GoPro, Inc. All Rights Reserved. Patented USA. USA and International patents pending.