

Terms and Conditions

KOBO™ Glo eReader LIMITED WARRANTY - UK

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To make a warranty claim or arrange for warranty service for your eReader, you must contact Kobo at the following number during the Standard Warranty Period:

00-800-3322-3344

When you contact Kobo at the number above, Kobo will provide a Return Merchandise Authorization ("RMA") number and specific instructions to you as to how and where to return your eReader. You may be required to provide your contact details, place of purchase, date of purchase and the model and serial number of the eReader to be returned. Your eReader 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 eReader before Kobo receives your eReader at its returns centre. You must return your eReader within the timeframe specified by Kobo; if you do not or if Kobo determines that your returned eReader 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 eReader sent to you plus applicable shipping and handling costs. If no credit card number is provided, you will be required to send your eReader to Kobo before a replacement is sent out.

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General

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