

Warranty Policy

This Warranty is applicable only to the original purchaser, is non-transferable and applies only to “VTech” products or parts. The product detailed above is covered by a 3-month warranty from the original purchase date, under normal use and service, against defective workmanship and materials. This Warranty does not apply to (a) consumable parts, such as batteries; (b) cosmetic damage, including but not limited to scratches and dents; (c) damage caused by use with non-VTech products; (d) damage caused by accident, misuse, unreasonable use, immersion in water, neglect, abuse, battery leakage, or improper installation, improper service, or other external causes; (e) damage caused by operating the product outside the permitted or intended uses described by VTech in the owner's manual; (f) a product or part that has been modified (g) defects caused by normal wear and tear or otherwise due to the normal aging of the product; or (h) if any VTech serial number has been removed or defaced.

All KidiBuzz, Innotab versions, both current and future version thereof, will provide a 1 year limited warranty from the original purchase date, under normal use and service against defective workmanship and material. For instructions on how to register your KidiBuzz device, [CLICK HERE](#)

Prior to returning a product for any reason, please notify the VTechkids Consumer Services Department, by selecting our "[Contact Us](#)" form under our Customer Support Link or contacting the Customer Support Center at 1-800-521-2010. If the service representative is unable to resolve the issue, you will be provided instructions on how to return the product and have it replaced under Warranty. Return of the product under Warranty must adhere to the following rules:

- If VTech believes that there may be a defect in the materials or workmanship of the product and can confirm the purchase date and location of the product, we will at our discretion replace the product with a new unit or product of comparable value. A replacement product or part assumes the remaining Warranty of the original product or 30 days from the date of replacement, whichever provides longer coverage. Replacement may consist of replacing like product or of comparable value.

THIS WARRANTY AND THE REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. IF VTECH CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED TO THE DURATION OF THE EXPRESS WARRANTY AND TO THE REPLACEMENT SERVICE AS DETERMINED BY VTECH IN ITS SOLE DISCRETION. To the extent permitted by law, VTech will not be responsible for direct, special, incidental or consequential damages resulting from any breach of Warranty or condition, or under any other legal theory, including but not limited to loss of profits. This Warranty is not intended to persons or entities outside the United States of America.

Any disputes resulting from this Warranty shall be subject to the final and conclusive determination of VTech. Updated on Aug 14, 2017.

