

Warranty Return Form

Step 1

Findaway World LLC ("Findaway World") warrants the Playaway® Pre-loaded Products against defects in materials and workmanship for a period of one (1) year from the date of original purchase ("Warranty Period"). Warranty includes Playaway units shipped with Playaway Bookpacks. If you have purchased an extended warranty for a Launchpad unit, then manufacturing defects are covered up to 2 years on those units.

For replacement of products out of warranty and not related to manufacturing defects, please see Findaway's Low Cost Replacement Program

You must ship back the original product to be eligible for product replacement. Please do not include packaging or product accessories. The replacement unit will be the latest product version and issued with a new 12-month warranty or we will apply the remainder of your extended warranty (Launchpad only), whichever is greater.

Step 2

Billing Address

Library Name: _____

Address: _____
(street)

(city) (state) (zip)

Accounting Email: _____

Shipping Address (if different from Billing Address)

Library Name: _____

Address: _____
(street)

(city) (state) (zip)

Contact Email: _____

Step 3

SKU	Title	Purchase Date	Qty.	Return Reason

Please allow 3-4 weeks for your replacement unit(s) to arrive.

Note If you've purchased these items from another vendor and have questions on orders and processes for returns, please contact your vendor directly to learn more.
Please ship back your device(s) without the circulation case to: Returns, Findaway, 31999 Aurora Road, Solon, OH 44139

For more information, please visit shop.playaway.com or contact us at customerservice@findaway.com or 877.893.0808

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