

Roku Player Limited Warranty and End User Agreement Information

Limited Warranty

Roku warrants the player hardware against defects in materials and workmanship under normal use for a period of one (1) year from the date of purchase ("**Warranty Period**") if used in accordance with the documentation provided with the player. If Roku determines that the player's hardware is defective during the Warranty Period, Roku's sole obligation, and your exclusive remedy, will be to either repair or replace the unit with either a new or rebuilt player, at its option.*

You may also return a player for any reason, subject to the terms of the applicable return policy: 1) Within thirty (30) days from the date of purchase from Roku; or 2) within the applicable return period if purchased from an authorized re-seller or distributor.†

For more information about Roku's End User License Agreement ("EULA"), warranty process, product returns, factory reset, and information concerning other countries, please click the appropriate link below.

Roku Player EULA and Product Information

By using the Roku player, you agree to the terms and conditions of the EULA (for Roku players) in the document below.

Select the appropriate document from the region applicable to you.

USA

- EULA (for Roku players) (English) (<https://docs.roku.com/doc/deviceplayereula/en-us>)
- Roku player Important Product Information (Combined) (/hc/en-us/article_attachments/204152697/Roku_Player_Important_Product_Information_2015_US_CA_MX.pdf)

Canada

- EULA (for Roku players) ([English](https://docs.roku.com/doc/deviceplayereula/en-ca) (https://docs.roku.com/doc/deviceplayereula/en-ca)/[French](https://docs.roku.com/doc/deviceplayereula/fr-ca) (https://docs.roku.com/doc/deviceplayereula/fr-ca))
- Roku player Important Product Information ([Combined](/hc/en-us/article_attachments/204152697/Roku_Player_Important_Product_Information_2015_US_CA_MX.pdf) (/hc/en-us/article_attachments/204152697/Roku_Player_Important_Product_Information_2015_US_CA_MX.pdf))

UK/Ireland

- EULA (for Roku players) ([English](https://docs.roku.com/doc/deviceplayereula/en-gb) (https://docs.roku.com/doc/deviceplayereula/en-gb))
- Roku player Important Product Information ([Combined](/hc/en-us/article_attachments/205311148/Roku_Player_Important_Product_Information_2015_UK_FR.pdf)) (/hc/en-us/article_attachments/205311148/Roku_Player_Important_Product_Information_2015_UK_FR.pdf)

Mexico

- EULA (for Roku players) ([Spanish](https://docs.roku.com/doc/deviceplayereula/es-mx) (https://docs.roku.com/doc/deviceplayereula/es-mx))
- Roku player Important Product Information ([Combined](/hc/en-us/article_attachments/204152697/Roku_Player_Important_Product_Information_2015_US_CA_MX.pdf) (/hc/en-us/article_attachments/204152697/Roku_Player_Important_Product_Information_2015_US_CA_MX.pdf))

France

- EULA (for Roku players) ([French](https://docs.roku.com/doc/deviceplayereula/fr-fr) (https://docs.roku.com/doc/deviceplayereula/fr-fr))
- Roku player Important Product Information ([Combined](/hc/en-us/article_attachments/205311148/Roku_Player_Important_Product_Information_2015_UK_FR.pdf) (/hc/en-us/article_attachments/205311148/Roku_Player_Important_Product_Information_2015_UK_FR.pdf))

Product Warranty Process - Basic Information

Before submitting a warranty claim, please visit Roku's customer support links below to try and troubleshoot the issue with your Roku player first. If after troubleshooting you still need to obtain warranty services within the

applicable Warranty Period, then follow the appropriate links below to initiate the warranty claim process via phone or live chat. For more extensive information please see the Roku player Important Product Information Link.

USA

- [Support.roku.com/hc/en-us \(/hc/en-us/articles/208756978\)](https://support.roku.com/hc/en-us/articles/208756978)

Canada - English

- [Support.roku.com/hc/en-ca \(/hc/en-ca/articles/208756978-Contact-Support\)](https://support.roku.com/hc/en-ca/articles/208756978-Contact-Support)

Canada - French

- [Support.roku.com/hc/fr-ca \(/hc/fr-ca/articles/208756978\)](https://support.roku.com/hc/fr-ca/articles/208756978)

UK/Ireland

- [Support.roku.com/hc/en-gb \(/hc/en-gb/articles/208756978\)](https://support.roku.com/hc/en-gb/articles/208756978)

Mexico

- [Support.roku.com/hc/es-mx \(/hc/es-mx/articles/208756978\)](https://support.roku.com/hc/es-mx/articles/208756978)

France

- [Support.roku.com/hc/fr-fr \(/hc/fr-fr/articles/208756978\)](https://support.roku.com/hc/fr-fr/articles/208756978)

†Product Returns

If you purchased your player from roku.com and are within the 30-day return period, you can use the link below to initiate the return. For purchases from all other retailers, please contact them directly for more information as the return is subject to the policies of that retailer.

- [What is Roku's 30 day money back guarantee policy? \(/hc/en-us/articles/208757078-What-is-Roku-s-30-day-money-back-guarantee-policy-\)](https://support.roku.com/hc/en-us/articles/208757078-What-is-Roku-s-30-day-money-back-guarantee-policy-)

Factory Reset


Before you return, sell, or give away your existing Roku player or Roku TV, you should perform a factory reset. That way, your personal preferences and other sensitive information will be wiped clean, the original Roku home screen restored, and your Roku player or Roku TV will be unlinked from your Roku account. To conduct a factory reset, follow the link below:

- [Product reset instructions \(/hc/en-us/articles/208757008\)](/hc/en-us/articles/208757008)

*For more Limited Warranty information please see:

Roku Player Important Product Information 2015_US_CA_MX.pdf (/hc/en-us/article_attachments/204152697/Roku_Player_Important_Product_Information_2015_US (100 KB)

Roku Player Important Product Information 2015_UK_FR.pdf (/hc/en-us/article_attachments/205311148/Roku_Player_Important_Product_Information_2015_UK (100 KB)

 Live text chat

Tutorials



[\(/hc/en-us/sections/201719038\)](/hc/en-us/sections/201719038)
Watch these useful video guides to help you get the most out of Roku.

[Learn more](#)

RokuCare



Outside product warranty?
Beyond free phone support?
We've got you covered!

[Click here for details](#)

-  Extended Warranty
-  Per-incident Support

[\(/hc/en-us/articles/208757048\)](/hc/en-us/articles/208757048)

Recently viewed articles

[What is Roku's support policy? \(/hc/en-us/articles/208757038-What-is-Roku-s-support-policy-\)](/hc/en-us/articles/208757038-What-is-Roku-s-support-policy-)