# Nintendo Support: Warranty and Service Information

This Limited Warranty applies to Nintendo products still within their original warranty period, other than the NES Classic Edition and Super NES Classic Edition. Please scroll down to read the warranty and service information for the NES Classic Edition and Super NES Classic Edition.

**You may need only simple instructions to correct a problem with your product. Try our website at support.nintendo.com or call our Consumer Assistance Hotline at 1-800-255-3700, rather than going to your retailer.** Hours of operation are 6 a.m. to 7 p.m., Pacific Time, Monday - Sunday (times subject to change). If the problem cannot be solved with the troubleshooting information available online or over the telephone, you will be offered express factory service through Nintendo. Please do not send any products to Nintendo without contacting us first.

#### LIMITED HARDWARE WARRANTY

Nintendo of America Inc. ("Nintendo") warrants to the original purchaser that the hardware product shall be free from defects in material and workmanship for twelve (12) months from the date of purchase. If a defect covered by this warranty occurs during this warranty period, Nintendo will repair or replace the defective hardware product or component, free of charge.* The original purchaser is entitled to this warranty only if the date of purchase is registered at point of sale or the consumer can demonstrate, to Nintendo's satisfaction, that the product was purchased within the last 12 months.

#### LIMITED GAME & ACCESSORY WARRANTY

Nintendo warrants to the original purchaser that the product (games and accessories) shall be free from defects in material and workmanship for a period of three (3) months from the date of purchase. If a defect covered by this warranty occurs during this three (3) month warranty period, Nintendo will repair or replace the defective product, free of charge.*

#### SERVICE AFTER EXPIRATION OF WARRANTY

Please try our website at support.nintendo.com or call the Consumer Assistance Hotline at 1-800-255-3700 for troubleshooting information and repair or replacement options and pricing.*

* In some instances, it may be necessary for you to ship the complete product, FREIGHT PREPAID AND INSURED FOR LOSS OR DAMAGE, to Nintendo. Please do not send any products to Nintendo without contacting us first.

#### WARRANTY LIMITATIONS

THIS WARRANTY SHALL NOT APPLY IF THIS PRODUCT HAS BEEN DAMAGED BY PRODUCTS NOT SOLD OR LICENSED BY NINTENDO (INCLUDING, BUT NOT LIMITED TO, ADAPTERS, SOFTWARE, AND POWER

SUPPLIES).

IN ADDITION, THIS WARRANTY SHALL NOT APPLY IF THIS PRODUCT (a) IS USED FOR COMMERCIAL PURPOSES (INCLUDING RENTAL); (b) IS DAMAGED BY ANY UNAUTHORIZED MODIFICATIONS OR TAMPERING; (c) IS DAMAGED BY NEGLIGENCE, ACCIDENT, UNREASONABLE USE, OR BY OTHER CAUSES UNRELATED TO DEFECTIVE MATERIALS OR WORKMANSHIP (INCLUDING USE WITH GAME ENHANCEMENT AND COPIER DEVICES); (d) HAS HAD THE SERIAL NUMBER ALTERED, DEFACED OR REMOVED; OR (e) HAS BEEN INTENTIONALLY MODIFIED USING MALICIOUS CODE, MALWARE, VIRUS, BOTS, WORMS, TROJANS, BACKDOORS, EXPLOITS, CHEATS, HACKS, OR HIDDEN DIAGNOSTICS THAT MAY HARM THE PRODUCT OR OUR SYSTEMS.

ANY APPLICABLE IMPLIED WARRANTIES, INCLUDING **WARRANTIES OF MERCHANTABILITY** AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY LIMITED IN DURATION TO THE WARRANTY PERIODS DESCRIBED ABOVE (12 MONTHS OR 3 MONTHS, AS APPLICABLE). IN NO EVENT SHALL NINTENDO BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM THE BREACH OF ANY IMPLIED OR EXPRESS WARRANTIES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR EXCLUSION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights. You may also have other rights which vary from state to state or province to province.

Nintendo's address is: Nintendo of America Inc., P.O. Box 957, Redmond, WA 98073-0957 U.S.A.

This warranty is only valid in the United States and Canada.

**NES and SNES Classic Product Warranty and Service Information**

**You may need only simple instructions to correct a problem with your product. Try our website at support.nintendo.com or call our Consumer Assistance Hotline at 1-800-255-3700, rather than going to your retailer.** Hours of operation are 6 a.m. to 7 p.m., Pacific Time, Monday - Sunday (times subject to change). If the problem cannot be solved with the troubleshooting information available online or over the telephone, you will be offered express factory service through Nintendo. Please do not send any products to Nintendo without contacting us first.

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