

Disc Replacements

Disc Replacements fall under the following two categories:

- **In Warranty:** Items within 90 days of purchase, or items with a manufacturing defect
- **Out of Warranty** (\$20 in the U.S., €10 in the Euro Area, or £12 in the U.K. replacement fee): Items beyond 90 days of purchase, scratched discs, or cracked discs

Follow the steps below to submit a Disc Replacement.

1. Print out the **Disc Replacement Form** linked below and follow the shipping instructions provided.
2. If your disc is **Out of Warranty**, please include a **check** or **money order** for the replacement.
3. Please ship using a traceable method.
4. Please allow approximately **7-10 days** from the date we receive your item for delivery in North America or Europe.
5. Use your **Case Number** when inquiring about your warranty claim.

[DOWNLOAD DISC REPLACEMENT FORM - North America](#)

[DOWNLOAD DISC REPLACEMENT FORM - U.K.](#)

[DOWNLOAD DISC REPLACEMENT FORM - E.U.](#)

If you are located in **Australia** (1300 748 995) or **New Zealand** (0800 160 110), you will need to call Activision Customer Support to submit a claim. Warranty claims submitted online will not be processed. Please print a copy of the form below for reference before calling.

[DOWNLOAD DISC REPLACEMENT FORM - AU/NZ](#)

Hardware Replacements

Skylanders Toys using Activision Warranty Vouchers



MANUFACTURER'S COUPON
REDEEM BY 00/00/0000
RETAIL VALUE: _____ UP TO \$10

Mailing List Code Number Here





the Banker of Skylands






ONE (1)

Skylanders To

TERMS Consumer and Retailer: LIMIT ONE (1) COUPON PER SKYLANDERS TOY. SPECIFIED PRODUCT AND QUANTITY STATED, NOT TO BE COMBINED WITH ANY OTHER COUPON(S). Void if expired, reproduced, purchased, transferred, or exchanged to any person other than the original purchaser. No store redemption, or where prohibited or restricted by law, cash back. Consumer: you pay any sales tax. If you return a Skylanders toy for a refund, we will reimburse you for the face value of this coupon plus the sales tax. Coupon submitted in accordance with Activision® coupon policy (available upon request). Mail coupons to: Inmate #89125, Quinoa Corp. 1 Fawcett Drive, Del Rio, TX 78840. Cash value 1/1000th of one cent. No cash back if cash value exceeds selling price. Valid only in the USA.



MANUFACTURER'S COUPON
REDEEM BY 00/00/0000
RETAIL VALUE: _____ UP TO \$15

Mailing List Code Number Here





the Banker of Skylands






ONE (1)

Skylanders To

TERMS Consumer and Retailer: LIMIT ONE (1) COUPON PER SKYLANDERS TOY. SPECIFIED PRODUCT AND QUANTITY STATED, NOT TO BE COMBINED WITH ANY OTHER COUPON(S). Void if expired, reproduced, purchased, transferred, or exchanged to any person other than the original purchaser. No store redemption, or where prohibited or restricted by law, cash back. Consumer: you pay any sales tax. If you return a Skylanders toy for a refund, we will reimburse you for the face value of this coupon plus the sales tax. Coupon submitted in accordance with Activision® coupon policy (available upon request). Mail coupons to: Inmate #89125, Quinoa Corp. 1 Fawcett Drive, Del Rio, TX 78840. Cash value 1/1000th of one cent. No cash back if cash value exceeds selling price. Valid only in the USA.

For select Skylanders toys — usually toys from the most recent Skylanders game — you can request a warranty voucher redeemable for the value of the Skylanders toy you choose in the warranty process. Warranty vouchers are set at values of \$10 or \$15 and are accepted at most major retailers, including Wal-Mart, Toys R Us, and Target. The option to receive a warranty voucher is available through the Warranty form.

1. Select **Warranty** at the top of any page.

2. Select **Hardware**, and then select **Skylanders Figures & Toys**.
3. Enter the [Model Number](#) of the Skylanders toy, then select **Continue**.
4. Select **Request a Voucher** on the **Product Information** page, then **complete the Warranty form**.

Warranty vouchers will be mailed to you within **3 business days**.

Skylanders Toys Replacements through Activision

Most Skylanders toys are available for warranty replacement, depending on availability.

1. Select **Warranty** at the top of any page.
2. Select **Hardware**, and then select **Skylanders Figures & Toys**.
3. Enter the [Model Number](#) of the Skylanders toy, then select **Continue**.
4. **Confirm** the item you selected, and then **complete the Warranty form**.

Special Skylanders Toys, Skylanders Portals, and other Hardware Items

Some Skylanders toys and most hardware items must be returned to Activision in order to receive a replacement, including:

- Guitar controllers
- Rare, Legendary, and Alternate Skylanders toys
- Swappable SWAP Force Skylanders toys
- Skylanders portals
- Skylanders Location Items
- Drums
- DJ Decks
- Tony Hawk Boards
- Top Shot Elite Guns
- Fishing Poles
- Kinect Guns

Follow these steps to submit a standard warranty claim:

1. Select **Warranty** at the top of any page.
2. Select **Hardware**, and then select the appropriate Hardware category:
 - **Skylanders Toys** — Enter the [Model Number](#) found on the bottom of the base of the toy, then select **Continue**.
 - **Skylanders Portals** — Enter the [Model Number](#) found on the bottom of the Portal, then select **Continue**.
 - **Skylanders Traps** — Enter the **name of the Skylanders Trap**, select it from the available options, then select **Continue**.
 - **All Other Hardware** — Enter the **name of the hardware item**, select it from the available options, then select **Continue**.
3. **Confirm** the item you selected, then **complete the Warranty form**.

If your item is **Return Required**, you will be emailed a **prepaid shipping label** to be used to ship your old item back to us. Please allow approximately **7-10 days** from the date we receive your item for delivery in North America or Europe.

If your item is not **Return Required**, allow approximately **7-10 days** from the date of your warranty request for the delivery of your item in North America or Europe.

Use your **Case Number** when inquiring about your warranty claim.