

# Warranty Policy

## Mattel One (1) Year Limited Warranty

This warranty is extended only to the original end user purchaser, or the person who is receiving the product as a gift with proof of purchase, and shall not be extended to any other person or transferee.

## Warranty

Mattel warranties for one year from the date of sale to the consumer that the nabi is of merchantable quality and that it conforms to applicable specifications. Applicable specifications mean the specification for the Processor, the CPU (Central Processing Unit). The applicable specifications exclude and no warranty is provided for the specifications for any other components or for any performance that can degrade naturally with normal use for one year.

In no event does the limited warranty of the applicable specifications, as defined above, cover failures resulting from improper or unreasonable use or maintenance, failure to follow operating instructions, accidents, excess moisture, insects, lightning, power surges, connections to improper voltage supply, or unauthorized alteration or modification of the product.

If you discover that your nabi is not of merchantable quality and fails to conform to its applicable specifications, as defined above, we will, at our option, refund the purchase price, or repair or replace the product, using new or refurbished components within a reasonable time during the warranty period. The costs of shipping or transporting the product (including to and from Mattel), any insurance or any import fee duties and taxes are the sole responsibility of the consumer and will be not be covered by this warranty

## Backup

nabi is capable of storing software programs, data and other information. You should protect its contents against possible operational failure. Before shipping your product for warranty service, you must remove all personal information and data that you want to protect and must keep a separate back up copy of your content. THE CONTENTS OF YOUR PRODUCT WILL BE DELETED AND STORAGE MEDIA REFORMATTED IN THE COURSE OF WARRANTY SERVICE.

## Obtaining Warranty Service

To obtain warranty service:

- Contact a Mattel Authorized Service Provider. For service information, please visit: [www.nabitablet.com/support](http://www.nabitablet.com/support).
- Label and ship product with freight prepaid to the address provided by a Mattel Authorized Service Provider.
- Place any necessary return authorization number prominently on the outside of carton. Cartons not bearing a return authorization number, where required, may be refused.

For more information and to register your product, please visit: [www.nabitablet.com/register](http://www.nabitablet.com/register).