

Step 1

If you have determined that your product is no longer under warranty or has damage not related to manufacturing defects, you can purchase a replacement unit of the same title at a discounted price.

- **Playaway** \$19.99 each
- **Playaway View** \$39.99 each
- **Playaway Backpack** (see other form for details)
- **Playaway Launchpad** \$59.99 each

Note: Standing discounts do not apply for product replacements and final cost may change if services apply.

You must ship back the original product to be eligible for product replacement. The replacement unit will be issued with a 12-month warranty.

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").

Step 2

Date: _____ Phone: _____ PO#: _____

Shipping Address:

Library Name: _____

Address: _____

(city)

(state)

(zip)

Email address of person responsible for returns in your organization: _____

Step 3

Complete the information below with all required details.

SKU or ISBN # (Located on back of insert and side of unit)	Issue Date (located on inside spine)	Quantity	Title	Cost

NOTES: _____ TOTAL

Step 4

Please ship back the unit ONLY with this form and keep the circulation case. Please do not send payment with your return.

To be eligible for replacement, please send non-warranted products to:

Replacements Department, Findaway, 31999 Aurora Road, Solon, Ohio 44139

* Please allow 3-4 weeks for product replacement to arrive. If you do not hear from us within that time, email us at customerservice@findaway.com or call us at 1.877.893.0808, 8:30am - 5pm ET (Monday - Friday).



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

Step 1

To determine if your product is under warranty, consult your order records. **For the replacement policy on products no longer under warranty or damage not related to manufacturing defects, see reverse side.**

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.

For distributors' orders and processes, please contact your distributor directly to learn more.

Step 2

Original Invoice # (if available): _____ Date: _____

Originally purchased by: Address Change

Shipping address: (if different from left)

Library Name: _____

Library Name: _____

Address: _____

Address: _____

(city) (state) (zip)

(city) (state) (zip)

Phone: _____

Phone: _____

Email address of person responsible for returns in your organization:

Step 3

Complete the information below with all required details.

SKU or ISBN # (Located on back of insert and side of unit)	Issue Date (located on inside spine)	Quantity	Title	Reason for Return (i.e. defect description, order error details)

NOTES: _____

Step 4

Please ship back the unit ONLY with this form and keep the circulation case.

All returns should be mailed to: **Warranty Returns, Findaway, 31999 Aurora Road, Solon, Ohio 44139**

* Please allow 3 - 4 weeks for an evaluation of your product and, if applicable, replacement. If you do not hear from us within that time, email us at customerservice@findaway.com or call us at 1.877.893.0808, 8:30am - 5pm ET (Monday - Friday).



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