

## PLAYAWAY LIFETIME REPLACEMENT PROGRAM

After the Playaway One-Year Limited Warranty expires, your Playaways will automatically be covered under the Playaway **Lifetime Replacement Program**. This allows Playaway customers to replace any Playaway title\*, at any time, under the same product guidelines as the One-Year Limited Warranty. In the unlikely event that a Playaway should fail after its first year, you will be eligible for a full replacement of the same, or in the case of a discontinued line, an equivalent product of the same title. Under the Lifetime Replacement Program, customers will pay a service fee of \$14.99 USD (\$24.99 CAD) per title, per replacement. This charge covers our costs of administration, materials, and handling necessary to provide this service to you.

Findaway World, LLC shall not be liable to the purchaser or any person for any incidental or consequential damages or loss resulting from the use of, or any defect in, or malfunction or failure of the product. Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitations may not apply to you.

No person, agent, distributor, dealer or company is authorized to change, modify or amend the term of this Lifetime Replacement Program in any manner whatsoever. Findaway World, LLC reserves the right to change the price and terms of this program at any time.

This Lifetime Replacement Program is only for the benefit of a Playaway customer and a service to its customers for the duration of the warranty herein stated. This Lifetime Replacement Program gives you specific legal rights, and you may have other rights which vary from state to state.

\*For all Recorded Books titles, please note that you will need to contact Recorded Books directly for replacements at 1-877-732-2898 or [customerservice@recordedbooks.com](mailto:customerservice@recordedbooks.com). For BBC Audiobooks America titles, please contact BBC Audiobooks America directly for replacements at 1-800-621-0182 or [customerservice@BBCAudiobooksAmerica.com](mailto:customerservice@BBCAudiobooksAmerica.com).

For any other titles that you did not purchase from Playaway / Findaway World LLC directly, please contact your sales rep to determine the most efficient way to process returns.