

Kindle Bangladesh Warranty Policy

Definitions:

Kindle Bangladesh (KB) warrants to you, the original purchaser of this Amazon or Kobo-branded product (“Product”), that the Product shall be free of defects in material or workmanship from the manufacturer for a certain period of time from the date of your purchase of the Product (“Warranty Period”).

For this warranty to apply, your Product must be purchased in Bangladesh from Kindle Bangladesh (KB) online at www.kindlebd.com and must have a valid warranty period mentioned at the time of purchase.

What does this warranty cover?

During the Warranty Period, if the Product is determined to be technically defective (see below for details) by an authorized representative of Kindle Bangladesh, KB will (at its sole discretion):

1. Repair the Product using new or refurbished parts, or
2. Replace the Product with a new or refurbished unit of comparable specifications.

Products and parts replaced under this warranty become the property of KB and will not be returned. You will be responsible for all labor and parts charges if service is required after the Warranty Period expires. Warranty coverage is non-transferable. If you purchase the Product as a gift, please notify us at the time of purchase so we can record it accordingly for warranty purposes.

Eligible Devices for Warranty Coverage:

New Amazon Kindle Devices – 45-Day Warranty

- **Kindle Basic:**
 - Kindle Basic (10th Gen)
 - Kindle Basic (11th Gen)
 - Kindle Basic (12th Gen)
- **Kindle Paperwhite Series:**
 - Kindle Paperwhite 3
 - Kindle Paperwhite 4
 - Kindle Paperwhite 5
 - Kindle Paperwhite 6
- **Kindle Signature Edition:**
 - Kindle Signature Edition (11th Gen)
 - Kindle Signature Edition (12th Gen)
- **Kindle Kids Edition:**
 - Kindle Kids (10th Gen)
 - Kindle Kids (11th Gen)
 - Kindle Paperwhite Kids (11th Gen)
- **Premium Kindle Devices:**
 - Kindle Scribe
 - Kindle Oasis

Kobo eReaders:

- Kobo Clara Color
- Kobo Libra Color
- Kobo Clara HD

Refurbished Amazon Kindle Devices – 60-Day Warranty

- **REFURBISHED - Kindle Paperwhite 5 (11th Gen)**
 - **REFURBISHED - Kindle Paperwhite 4 (10th Gen)**
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Technical Defects Covered:

For Kindle and Kobo eReaders, technical defects covered under warranty include:

1. Screen Issues:

- Blurry, dimmed, flickering screen

- Pixel alteration or dead pixels(at least 6 neighboring pixels)
- Ghost touch
- No backlight

2. Battery Issues:

- Battery not holding charge (if performance is below 90% of the promised duration)

3. Hardware Utility Issues:

- Charging port not functioning
- Power switch not working

How to Obtain Warranty Service?

If you purchased the Product from our website (www.kindlebd.com), you can claim your warranty by:

1. Logging into your account and submitting a claim under the "My Account" tab.
2. Contacting our [technical support team](#) directly at [+8801774441121](tel:+8801774441121) to verify your order and initiate the warranty process.

Important:

- When shipping your Product for service, ensure it is placed in its original packaging or secure packaging that provides the same level of protection as the original packaging.
- Shipping costs are the responsibility of the customer unless otherwise stated.

Where is the Warranty Valid?

This warranty is valid only in Bangladesh and applies only to the original purchaser of the Product.

What does the warranty NOT cover?

This warranty does NOT cover:

- Custom Pre-Ordered Products (Any pre-ordered or custom-imported devices are not eligible for warranty).
- Installation or setup adjustments.
- Cosmetic damage, including minor scratches, dents, or scuffs.
- Damage due to weather, lightning, power surges, or natural disasters.
- Accidental damage, misuse, abuse, or negligence.
- Commercial or communal use (e.g., business use or shared-use environments).
- Modification of any part of the Product.
- Damage due to incorrect operation, maintenance, or voltage issues.
- Repairs attempted by unauthorized personnel.
- Products sold "as is" or "with all faults."
- Products with altered or removed factory serial numbers.
- Loss or theft of the Product.
- Pixel failures (up to 5 dead pixels are considered normal and are not covered under warranty).
- Any damage caused by liquids, gels, pastes, or moisture exposure.

Disclaimer:

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY FOR WARRANTY CLAIMS. KINDLE BANGLADESH SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. KINDLE BANGLADESH MAKES NO OTHER EXPRESS WARRANTIES, AND ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD STATED ABOVE.

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