

PACKAGING GUIDELINES

If you need to send us your Nintendo Product (along with any Nintendo accessories) back for inspection by the Customer Support Team, follow the instructions below to package your console safely for posting.



YOU'LL NEED:

- A suitably sized box or the original packaging
- Your freepost label
- A photocopy of your proof of purchase
- Your full name and address details
- Protective packaging, i.e Newspaper
- Scissors and tape



STEP 1

Where possible, please backup all user data. Remove all games and SD cards from consoles before packing.

- Please only send Official Nintendo products.
- We only need you to send items related to the reported fault.



STEP 2

Securely wrap your item(s) in protective packaging.



STEP 3

Place your item(s) in a box with sufficient packaging in void space. Place the photocopy of your proof of purchase in the top of box.



STEP 4

Attach your printed freepost label with the barcode and parcel number clearly visible before sealing the box, making sure your items are secure and there are no gaps or spaces in the packaging.



STEP 5

Take your package to the Post Office, and don't forget to get proof of postage.

PLEASE NOTE THE FOLLOWING:

- If you send the original packaging it may be damaged in transportation and Nintendo cannot replace it.
- Nintendo is not liable for any loss of SD cards or game cartridges that are left inside the console.
- Please ensure that products are securely packaged before shipping to Nintendo as any loss or damage to products that occurs before they arrive with Nintendo is your responsibility and will not be covered by any Nintendo warranty.
- Our terms of service apply to any repair service that we provide. A copy of these can be found at <https://nintendoservicecentre.co.uk/terms-service>.