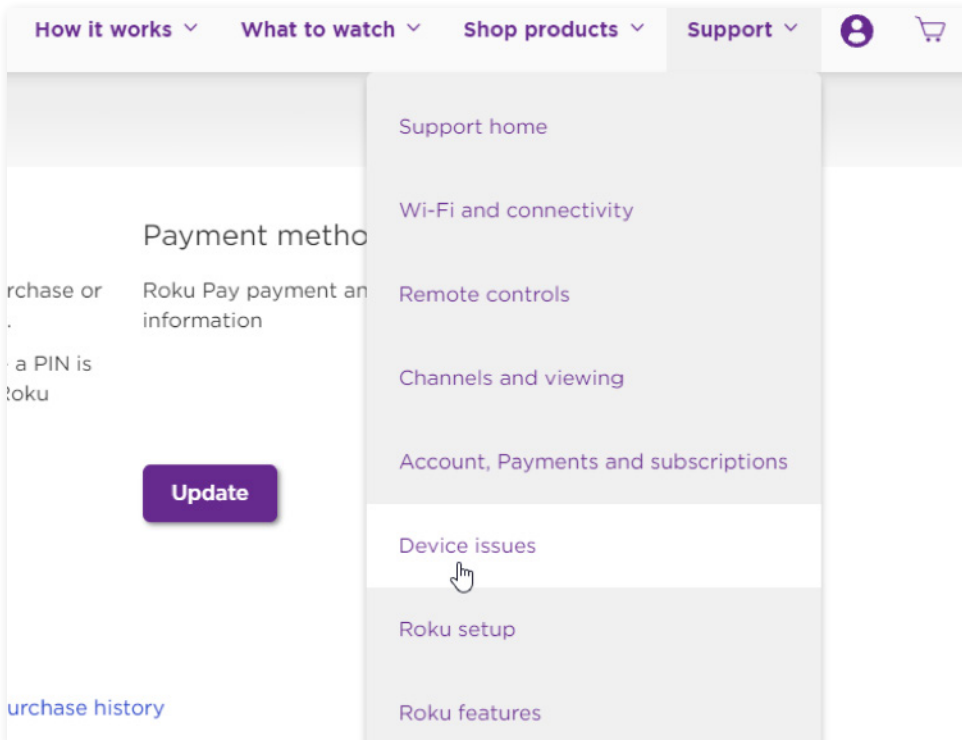


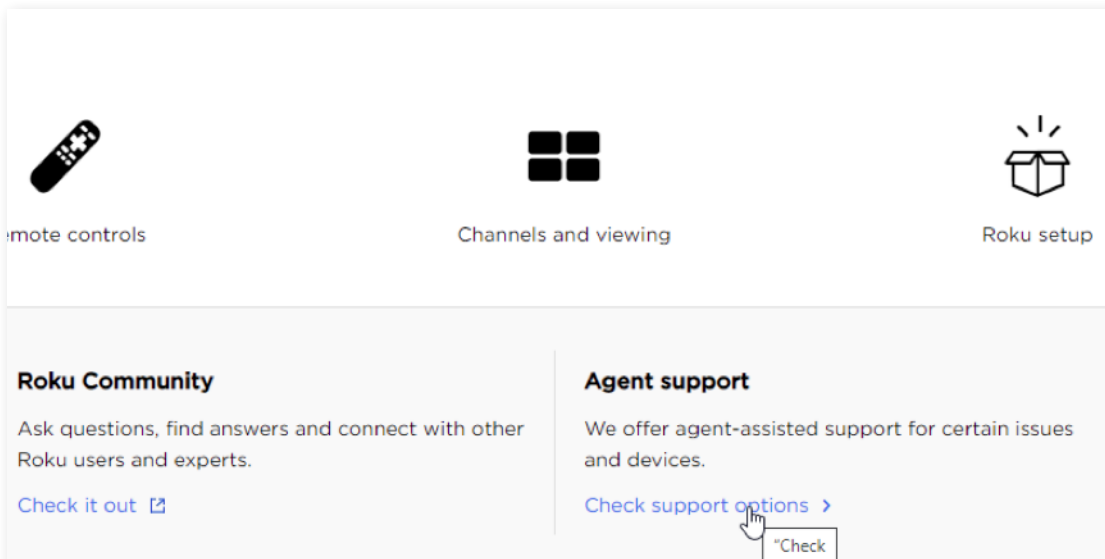
# How to Request a Roku® Streaming Stick®+ Return

If you believe your Roku product is malfunctioning, or you wish to return your order for a refund, you must first request a Return Material Authorization (RMA) number from the manufacturer. To do so, please follow the instructions below. Within 24 to 48 hours, you can expect a follow-up email from a Roku customer support agent looking to process your RMA. An RMA number may be provided at that time, or additional details may be requested. After you receive an RMA number and replacement instructions, review each step closely to ensure your RMA is processed without delays. EPB is not able to assign RMA numbers or assist in any Roku equipment returns.

1. Log into your Personal Roku Account [ <https://my.roku.com/account> ].
2. Select “Device Issues.”

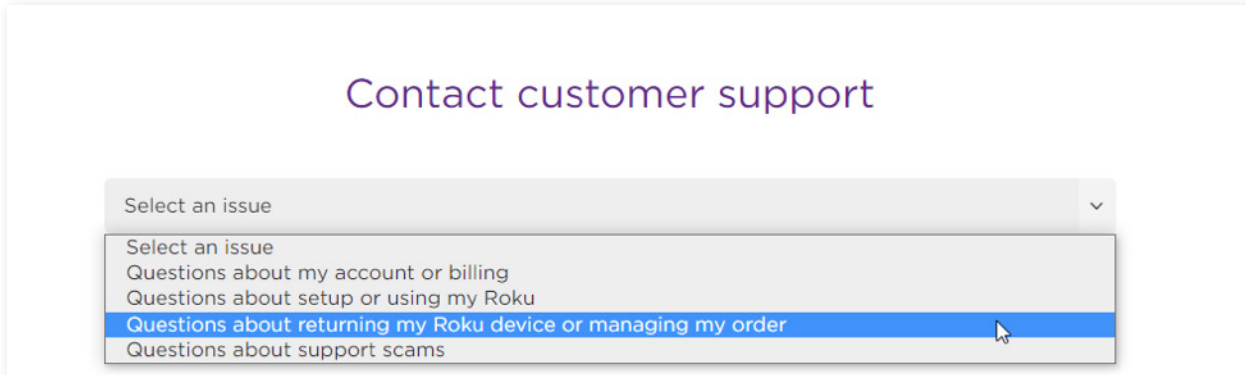


3. At the bottom of the page under Agent Support select “Check support options.”



# How to Request a Roku® Streaming Stick®+ Return

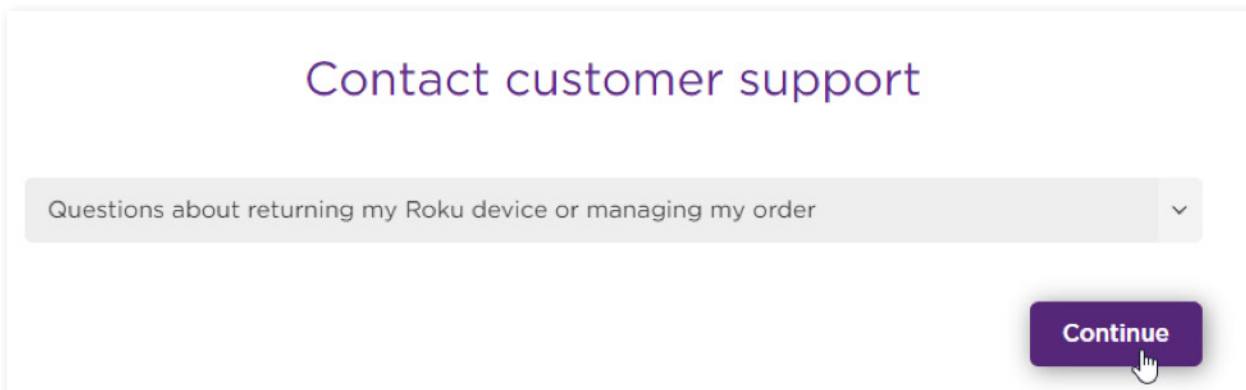
4. Click “Select an issue” under Contact Customer Support, then select “Questions about returning my Roku device or managing my order” and hit continue.



Contact customer support

Select an issue

- Select an issue
- Questions about my account or billing
- Questions about setup or using my Roku
- Questions about returning my Roku device or managing my order
- Questions about support scams

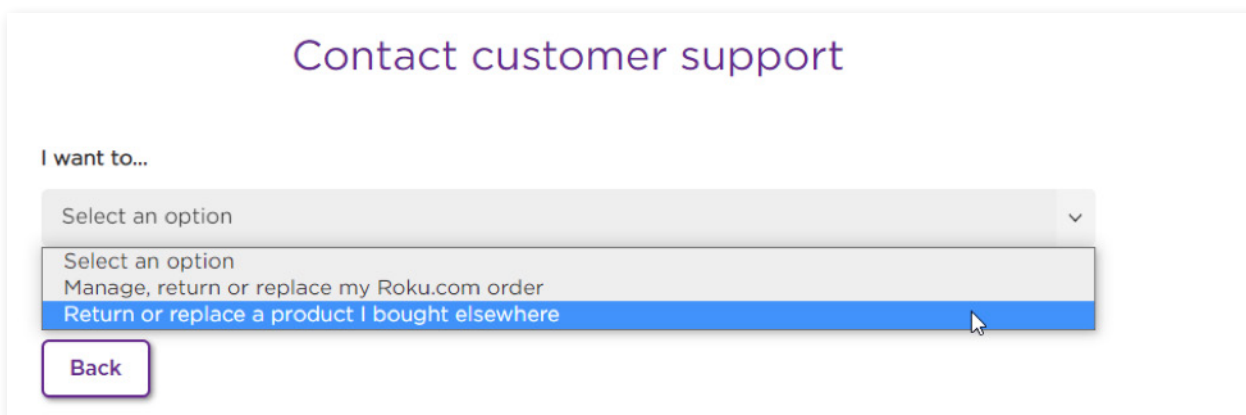


Contact customer support

Questions about returning my Roku device or managing my order

Continue

5. Select “Return or replace a product I bought elsewhere.”



Contact customer support

I want to...

Select an option

- Select an option
- Manage, return or replace my Roku.com order
- Return or replace a product I bought elsewhere

Back

# How to Request a Roku® Streaming Stick®+ Return

6. Then select the following answer to “Where did you purchase your Roku device?” Answer: “From a retailer (e.g. Amazon, Best Buy).”

## Contact customer support

I want to...

Return or replace a product I bought elsewhere

Where did you purchase your Roku device?

Select your place of purchase

- Select your place of purchase
- From a retailer (e.g. Amazon, Best Buy)
- From SLING TV
- From Hulu

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7. All devices currently active on your account will be displayed. Simply click the device that you are needing to return then select “replace.” In this example we would be returning “Living Room.”

Below are eligible devices linked to your account. Select the device from the list below to start the return process:

<p>Roku Streaming Stick+ Model 3810X <i>(Lab Device 1)</i> ESN: YH009M931762</p>	<p>Roku Streaming Stick+ Model 3810X <i>(Lab Device 11)</i> ESN: YH00GM887665</p>	<p>Roku Streaming Stick+ Model 3810X <i>(Living room)</i> ESN: YH00HK147510</p>
		<p>Replace</p>
<p>Roku Streaming Stick+ Model 3810X <i>(DC2 Building)</i> ESN: YH006K979008</p>		

# How to Request a Roku® Streaming Stick®+ Return

8. Fill out the remaining portions of the form and select continue.

ESN/Device Id

YH00HK147510

---

Contact details

EPB Fiber

epbchatt@gmail.com

epbchatt@gmail.com

4236481372

---

Reason for return or exchange

Out of the box, this device operated very slowly before and after downloading the new firmware.

903 / 1000 characters remaining

[Back](#) [Continue](#)

# How to Request a Roku® Streaming Stick®+ Return

9) Verify the information and select “Submit Return/Exchange Request.” A Roku agent representative will contact you to process your return/exchange from this point.

## Contact customer support

<b>How can we help?:</b>	Questions about returning my Roku device or managing my order
<b>Serial number:</b>	ABCDEFGHIJK123456789
<b>Where did you purchase your Roku device?:</b>	From a retailer (e.g. Amazon, Best Buy)
<b>Full name:</b>	Customer Name
<b>Email address:</b>	customername@gmail.com
<b>Phone number:</b>	123-456-7890
<b>Reason for return or exchange:</b>	Out of the box, this device operated very slowly before and after downloading the new firmware.

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Submit Return/Exchange Request

\* An agent will contact you to process your return/exchange

