



## How to Submit a Warranty Claim

Our lifetime warranty is simple: **if you purchase a Kokopelli Music battery direct from us, we will replace it anytime, no questions asked, for only a nominal shipping and handling fee** . If you purchased it from one of our resellers, we'll replace it for a substantially reduced price. To get a new battery, just print this form and fill it out, and send it to us with your old battery and payment:

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Email: \_\_\_\_\_

Who did you purchase your Kokopelli Music battery from?

from Kokopelli Music: Order#: \_\_\_\_\_ Date: \_\_\_\_\_  
 from other company: Name: \_\_\_\_\_ Date: \_\_\_\_\_

iPod Model (circle one): 1st Gen 3rd Gen 4th/Photo 5th/Video Nano Mini Other

Cost Calculator:

Basic cost, for shipping your replacement battery within the US, via air mail		<b>\$6.00</b>
Additional shipping fees:	Priority Mail within the US: <i>add \$3.00</i>	
	to Canada: <i>add \$1.00</i>	
	to anywhere else in the world: <i>add \$2.00</i>	
If you purchased the battery from a company other than Kokopelli Music, <i>add \$10.00</i>		
If you want us to install the new battery in your iPod, <i>add \$25.00</i>		
<b>Total:</b>		

Please send this form, plus your old battery and a check or money order for the amount due, to:  
 Kokopelli Music Warranty Dept.  
 30 Bethany Drive  
 Pittsburgh, PA 15215 USA

**Replacement service:** If you want us to do the replacement, make sure you paid the extra \$25 for installation. Pack your iPod securely, tape your name and phone number on the back of the iPod, and send it with tracking and insurance. We are not responsible for iPods that are lost, stolen or damaged in transit.

**Payment:** Don't forget to include payment using check or money order! Sorry, we do not accept credit cards or PayPal payments on warranty replacements.

Questions? Contact us at [info@kokopellimusic.us](mailto:info@kokopellimusic.us)

Thank you!

- your friends at Kokopelli Music