Replacement & Warranty

Dear Customers,

Thank you very much for purchasing TP-LINK products. In order to protect your rights and interests, please read the following Warranty Policy carefully.

1. **Limited Warranty**
2. **Warranty Period**
3. **Replacement Procedure**
4. **Appendix**

Limited Warranty

TP-LINK USA CORPORATION provides limited warranty to all TP-LINK products purchased in USA. The warranty covers the main device, antenna and external power supply failures due to defects in material or workmanship. Packaging, various cables, software products, technical data and other accessories are not covered here. The maximum liability of TP-LINK is equal to or no higher than the product's purchased price.

TP-LINK does not refund in any conditions. If the returned product is discontinued, TP-LINK will replace it with an equivalent product.

Click here to view **"Conditions that Disqualify Product from Warranty"**

Warranty Period

From October 1, 2011, TP-LINK USA CORPORATION provides 2-Year warranty to our SOHO class products and 5-Year warranty to our SMB class products. If you need help to classify your product(s), please click here.

Product type	Warranty Period
TP-LINK SOHO Products	2-Year
TP-LINK SMB Products	5-Year
TP-LINK Other Products	1-Year

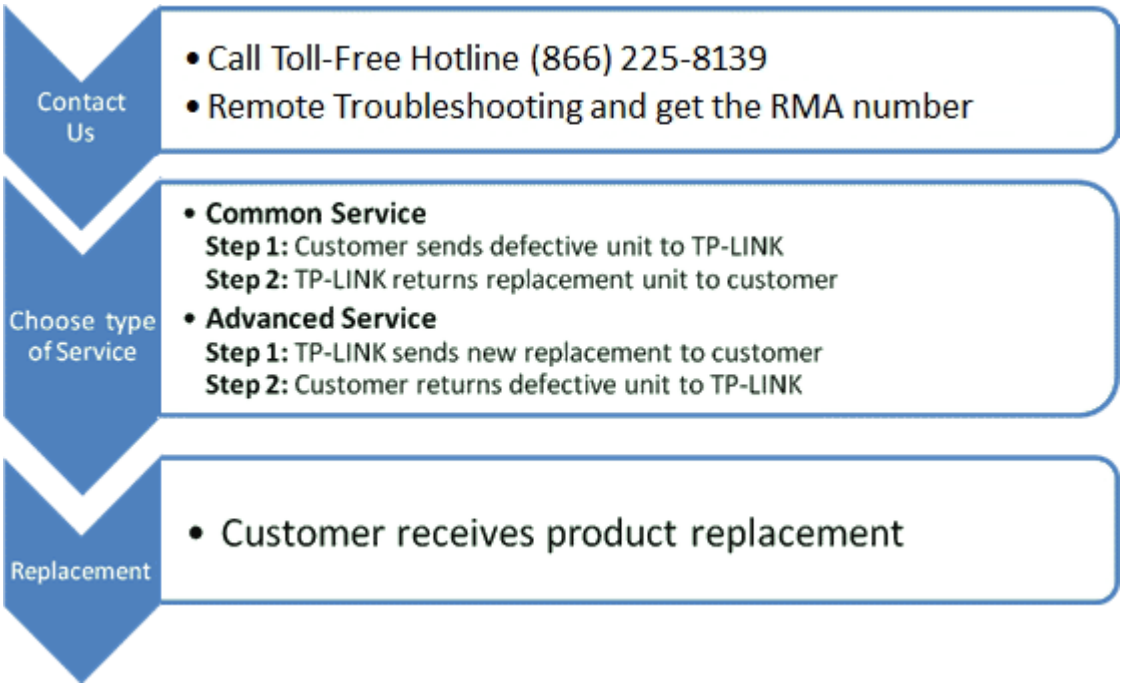
Replacement Procedure

Express Replacement

If you are experiencing product defects within the warranty period, please **FIRST** contact the online/retail store where you originally purchased the product(s) from to ensure expedient replacement.

Normal Replacement

If the store no longer accepts your claim, you may process it through TP-LINK's RMA program by following the steps below.



Click here to view detailed procedures for **Common Service**

Click here to view detailed procedures for **Advanced Service**

Please Note:

- TP-LINK may reject or return products without accessories or assigned RMA number.
- If purchase receipt can't be provided, the purchase date shall be calculated 3-month from the product's manufacturing date and the product has the same warranty period. The first three digits of the Serial Number (SN) represent the manufacturing date (year and month). For example "121" represents the year of 2012 (12) and month of January (1). "12A" represents the year of 2012 (12) and month of October (A). (B) represents the

month of November and (C) represents the month of December. The warranty period ends on the last day of the corresponding month.

- Customers who apply for the Advanced Service will receive a free return label coming with the replacement and ship the defective product back to TP-LINK USA CORPORATION Customer Service Center;
  Customers who apply Common Service, are responsible for the one-way shipping fee and send defective product to TP-LINK USA CORPORATION Customer Service Center.
- TP-LINK USA CORPORATION is not responsible for damage occurred during shipment.
- TP-LINK USA CORPORATION will charge a service fee to replace your product if it is out of warranty.

Appendix:

1. Warranty service stated above is only valid for products sold in the Continental US. Any other additional warranty service agreed during purchase shall only be effective based on the contract signed by TP-LINK USA CORPORATION.
2. Any warranty service made by the distributor is beyond this warranty policy, TP-LINK USA CORPORATION shall not be held liable. Please obtain documents during purchase in order to be honored by the distributor.
3. Any direct or indirect damage that prohibited the product to function normally, TP-LINK USA CORPORATION shall only be liable for the duties stipulated by the state law.
4. TP-LINK USA CORPORATION shall neither, on any account, respond to any lost caused by damages such as improper use of applications and configurations, nor respond to any accusation put forward by a third party.

Remarks: TP-LINK USA CORPORATION reserves all rights including interpretation and modification to this warranty policy.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.