

WARRANTY AND SUPPORT INFORMATION

IMPORTANT! PLEASE RETAIN PROOF OF PURCHASE AND PRODUCT WARRANTY INFORMATION

LIMITED WARRANTY (EMEA)

This warranty is provided to you by Belkin Limited, Express Business Park, Shipton Way, Rushden, NN10 6GL, United Kingdom, a wholly-owned subsidiary of Belkin International, Inc., or one of its affiliates (“Belkin”)

IMPORTANT NOTICE REGARDING YOUR CONSUMER RIGHTS

The benefits we give in this manufacturer's warranty are **additional to** any rights and remedies that you may have under local consumer protection laws. Nothing in this warranty limits or affects your legal rights.

This manufacturer's warranty is governed by the laws of the country in which you purchased your Belkin product. In many countries, consumers have rights under local consumer laws. Those consumer rights may differ between countries, states and provinces, and often cannot be excluded. Your local consumer rights organization can advise you on your legal rights.

This manufacturer's warranty is not intended to:

- change or exclude any rights under consumer law that cannot be lawfully changed or excluded; or
- limit or exclude any right you have against the person who sold the Belkin product to you if that person has breached their sales contract with you.

WHAT DOES THIS WARRANTY COVER?

Product Warranty: Belkin warrants that the product hardware and any software media (i.e. media on which the product software is provided) will be free from defects in materials and workmanship under normal use during the Warranty Period described below. This means that the product won't be faulty, and that it will look and work as advertised, during the relevant period.

Connected Equipment Warranty: Belkin also covers damage to any equipment which is connected through the product to a properly wired AC power line with protective ground (“connected equipment”) caused by failure of the product to operate as described in the product documentation and arising as a result of impulses from lightning, or other power transients, or by momentary (less than 1ms) voltage surges or spikes (an “occurrence”).

The Connected Equipment Warranty will not apply if damage to the connected equipment resulted from:

- telephone-line transients if the connected equipment was not properly connected to or was not directly connected to a Belkin product that offers telephone-line transient protection;
- coaxial-line transients if the connected equipment was not properly connected to or was not directly connected to a Belkin product that offers coaxial-line transient protection; or
- network-line transients if the connected equipment was not properly connected to or was not directly connected to a Belkin product that offers network-line transient protection.

The Connected Equipment Warranty will remain effective for the Warranty Period for new products set out below. The Connected Equipment Warranty automatically ends when the Product Warranty ends.

Who is covered under this warranty?

Only original purchasers of the product are covered.

How long is the product warranted?

Belkin warrants that the hardware in this Belkin product, and any associated software media, will be free from defects in materials and workmanship under normal use during the Warranty Period. The Warranty Period begins on the date the product was purchased by the original end-user purchaser and lasts for the period set out in the table below:

Product Type	Warranty Period
New products	Life of product* (surge protectors with Protected Light indicator only) 12 months (all other products)
Repaired or replacement products	The remainder of the original Warranty Period
Software media (if provided with the product)	90 days

** “Life of product” means the duration within which the product has the capacity to protect against surges and spikes. This is shown when the Protected Light indicator on the product comes on when the power switch is turned on. If the Protected Light indicator on the product goes out at any time, this means that the capacity of the product is exceeded, and the product will no longer protect against surges and spikes of energy. Therefore, the life of the product is extinguished when the Protected Light goes out, and the Warranty Period ends.*

If the Protected Light indicator on your product does not come on because your product is dead on arrival, your product will remain covered under this warranty. A product is considered dead on arrival when it does not work when you try to power it on for the first time. Please contact Belkin Technical Support within sixty (60) days from the date of purchase of your product for a replacement (see the section on “Belkin Technical and Warranty Support Information” below). A product given to replace a product that is dead on arrival shall be covered by a fresh warranty having the same duration as the original Warranty Period.

If the Protected Light indicator on your product goes out, we strongly recommend that you cease using the product immediately.

A claim under this warranty is only eligible if it is made within the Warranty Period.

What isn’t covered?

Belkin does not give any warranty:

- for the connected equipment, for any services associated with the connected equipment, or any remedies offered or provided by the manufacturer of the connected equipment;
- in relation to software or services provided by Belkin or any third party included in or with the product;
- that the product, software or services will always operate uninterrupted or error free;

- that the product, software or services, or any equipment, system or network on which the product, software or services are used are 100% secure and cannot be hacked; or
- that a third party service the product needs will always be available.

Note: Although Belkin does not make these promises in this warranty, you may have additional rights under consumer laws.

Will this warranty always apply?

This warranty does not apply if:

- the product has been tampered with or the assembly seal has been removed or damaged;
- the product has been altered or modified by someone other than Belkin;
- the warranty claim was made fraudulently or by misrepresentation;
- the product was not installed, operated, repaired, or maintained in accordance with Belkin's instructions (for example, this warranty will not apply if the product has been used outdoors or in a wet area, or if the product has been used together with a generator, heater, sump pump, water-related device, life support device, medical device, car, motorcycle, or golf-cart battery charger). To be used indoors only and in dry areas. All warranties contained herein are null and void if used in any way with any of the aforementioned devices;
- the product has been subjected to abnormal physical or electrical stress, misuse, negligence, or accident;
- damage to the product is cosmetic, including scratches and dents, or defects caused by normal wear and tear or normal aging of the product;
- the serial number on the product has been altered, defaced, or removed;
- the product was used in conjunction with other extension cords, power strips, adapters, UPSes, surge protectors, other grounding wires or electrical connections; or
- the product was supplied or licensed for beta, evaluation, testing or demonstration purposes, and you didn't buy or license the product.

Will Belkin cover damage to connected equipment in all situations?

Belkin does not cover damage to connected equipment in the following situations:

- this warranty has expired or does not apply (please see section above);
- the connected equipment was not properly or directly connected to the product;
- not all wires leading into the connected equipment, including telephone and coaxial lines, pass through the appropriate product;
- damage to the connected equipment was not caused by an occurrence;
- the power outlet to which the product was connected was not properly grounded or not grounded at all;
- the connected equipment has been subjected to abnormal physical or electrical stress, misuse, negligence, or accident;

- damage to the connected equipment is cosmetic (including scratches and dents), or damage was caused by normal wear and tear or normal aging of the connected equipment;
- damage to the connected equipment was caused by an Act of God (other than lightning), including but not limited to typhoon, hurricane, erosion, earthquake, thunderstorm, inclement weather, flood, tsunami, vandalism, theft, or war;
- damage to the connected equipment was caused by a power outage, a sustained low voltage situation, or a low-voltage disturbance, including but not limited to brownouts or sags;
- repair or replacement of the damaged connected equipment is covered by a third party's manufacturer's warranty, a seller's extended warranty, or your insurance policy; or
- Belkin determines that the connected equipment was not used under normal operating conditions or in accordance with the manufacturer's instructions for the connected equipment.

Note: Although this warranty doesn't apply in these situations, you may have additional rights under consumer laws.

How will Belkin make things right?

If you make an eligible claim in relation to your defective product under this warranty, Belkin will, at its election:

- repair the product with new or refurbished parts, or pay the reasonable costs of repairing the product;
- replace the product with a reasonably available equivalent new or refurbished Belkin product; or
- refund you the purchase price of the product, minus any rebates and discounts.

Any repaired or replacement products are warranted for the remainder of the original Warranty Period or 30 days, whichever is longer. All products and parts that are replaced become the property of Belkin.

If you make an eligible claim in relation to your damaged connected equipment under this warranty, Belkin will, at its election:

- pay the reasonable costs of repairing the damaged connected equipment. We will engage the repair facility, and negotiate and settle the cost of repair;
- replace the damaged connected equipment with a reasonably available equivalent new or refurbished connected equipment; or
- refund you the fair market value of the damaged connected equipment as reasonably assessed by Belkin in its sole discretion .

Belkin's total liability under the connected equipment warranty shall not exceed the maximum aggregate monetary limits set forth below:

(A) SURGE PROTECTORS:

Amount of Protection (in Joules)*	Maximum Monetary Limit in applicable currency
0 – 349	£10,000 or €15,000
350 – 549	£20,000 or €25,000
550 – 749	£30,000 or €35,000
d. 750 – 900	£60,000 or €75,000

* The amount of protection provided by a surge protector means the amount of electrical charge that the surge protector is able to withstand. The amount of protection provided by your surge protector is indicated on the product package.

(B) OTHER PRODUCTS

	Product Type	Maximum Monetary Limit
1.	Mobile Power Product A mobile power product means a product containing a battery pack with 2.4 charging amps of output to (i) a single USB, OR (ii) multiple 2.4 amp USBs, OR (iii) a combination thereof (that is, 1 Amp + 2.4 Amp output).	1500 GBP
2.	Wall Chargers	
3.	Car Chargers Limited to car chargers with (i) a Type C USB port, OR (ii) 2.4 AMPs of Output USB-A for fast charging.	

Belkin makes every reasonable effort to repair or replace your damaged connected equipment under this warranty. However, as the repaired or replacement connected equipment is manufactured by third parties, Belkin does not make any warranty in relation to such repaired or replacement connected equipment, nor is Belkin able to confirm that the manufacturer of the connected equipment will offer such a warranty.

All calculations performed by Belkin in evaluating your claim under this warranty are final and binding on you except in the case of errors.

For Belkin to properly and expeditiously validate your claim under this warranty, you agree that Belkin may examine the damaged product, the damaged connected equipment and/or the site where the damage occurred. Do not dispose of the product and connected equipment until your claim has been fully resolved. Please review the section titled "What do I need to do to make a claim?" under the header "Belkin Technical and Warranty Support Information" below.

Once your claim under this warranty is fully settled, Belkin reserves the right to be subrogated under any existing insurance policies that you may have.

Note: The rights and remedies outlined above are the only rights and remedies available under this warranty. However, you may have additional rights under consumer laws.

General Exclusions and Limitations of Liability

In some jurisdictions and circumstances it is possible for a manufacturer to change or exclude warranties, conditions or guarantees implied or imposed by law, and to otherwise limit its liability to consumers. In those jurisdictions where it can lawfully do so, and to the full extent that it is allowed by law to do so, Belkin:

- excludes all other express, statutory or implied conditions, representations and warranties, including but not limited to any implied warranties of non-infringement, merchantability, acceptability, satisfactory quality, title, fitness for a particular purpose, loss of or damage to data, lack of viruses or free from virus or malware attack, security, performance, lack of negligence, workmanlike effort, quiet enjoyment, that the functions contained in the product will meet your requirements, or that defects in the product will be corrected, or that your use of the product will generate accurate, reliable, timely results, information, material or data;
- excludes all other express or implied conditions, representations and warranties, including any implied warranty of non-infringement;

- excludes all liability for the loss of, or damage to, data caused by use of a Belkin product, or its repair;
- excludes any liability it may have to you for:
 - a) loss of revenue or profit,
 - b) loss of the ability to use any third party products, software or services, and
 - c) any indirect, consequential, special, incidental or punitive loss or damages, which arises under any law (including the law of negligence) and relates to your use, or inability to use a Belkin product or software, or any related services. This exclusion applies even if Belkin has been advised of the possibility of such damages and even if any warranty or remedy provided under this manufacturer's warranty fails of its essential purpose; and
- limits its monetary liability to you, under any law, to the price that you paid for the Belkin product.

If a warranty cannot be excluded or disclaimed, it is limited to the duration of the relevant express warranty period.

References in this Section to "special, indirect, consequential or incidental losses" shall mean any losses which (i) were not reasonably foreseeable by both parties, and/or (ii) were known to you but not to us and/or (iii) were reasonably foreseeable by both parties but could have been prevented by you such as, for example (but without limitation), losses caused by viruses, Trojans or other malicious programs, or loss of or damage to your data.

In addition, please take note that no oral or written information or advice given by Belkin, a dealer, agent or affiliate shall create a warranty.

If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

BELKIN TECHNICAL AND WARRANTY SUPPORT INFORMATION

HOW DO I GET HELP?

If you have a question about your product or experience a problem with it, please go to <http://www.belkin.com/support>. You will find lots of online support tools and information to help you with your product.

What should I do if my product is defective?

You always have the option to return the product to the original seller if you have a problem. You can make a claim with the seller based on this warranty or any consumer laws that apply to you.

You can also make a claim under this warranty or local consumer laws by contacting Belkin Technical Support. To find out how to contact us, click the "Contact Us" link on the home page of <http://Belkin.com>. If you are located outside the United States, you will need to choose your region/location first:

For Belkin.com:

<http://Belkin.com> - Click the "Change Region" link at the bottom of the website and select your location

What do I need to do?

You will need to contact Technical Support for your region at the links above. So that we can help you with your defective product claim, you will need to give us some information when you contact us:

- your product model, hardware revision and serial number;
- the name of your Internet Service Provider (ISP);
- the name and place from which you purchased the product; and

- proof that you purchased the product, with the date of the purchase shown and place where it was purchased. WE WILL ALWAYS NEED A DATED PROOF OF ORIGINAL PURCHASE TO PROCESS WARRANTY CLAIMS.

If you are making a claim in respect of your damaged connected equipment, please do so within fifteen (15) days from the date of the occurrence. So that we can process your claim expeditiously, we will need the following information in addition to the information described above when you contact us:

- description of all the equipment that was connected to the product at the time of the occurrence, including name and model number;
- description of the damaged connected equipment and the extent of damage (we may request that you send us photographs of the damaged connected equipment and the site where the damage occurred, or we may ask to examine the site where the damage occurred, to help us validate your claim); and
- the date of the occurrence.

Sometimes we will need you to send the product and/or the damaged connected equipment back to us or our designated repair facility so that we can fix or replace it. If we ask you to return your product and/or the damaged connected equipment to us by post, you will be given a Return Materials Authorization (RMA) number and we'll tell you where to send the product and/or your damaged connected equipment. You will need to make sure the product and/or damaged connected equipment is properly packaged and shipped. You will be responsible for the costs of returning your product and/or damaged connected equipment to us. However, if you are a consumer in the People's Republic of China, the preceding sentence does not apply to you. We need to identify your product when it reaches us, so you'll need to include the RMA number AND a copy of your dated proof of original purchase (please keep the original) with the returned product. We also recommend that you send the package by registered and insured mail or by overnight courier to protect the package while it is in transit. In certain countries, we may ask you to return defective product to the place where you purchased it.

What happens when I return my product and/or connected equipment?

Defective products covered by this warranty will be repaired or replaced without charge, or Belkin will provide you with a refund of the purchase price of the product, minus any rebates and discounts or in relation to connected equipment a refund of the fair market value). The remedy offered will be determined by Belkin in its sole discretion.

We can only ship replacement or repaired products to locations in the country where the original product was purchased.

Belkin may need to delete all or part of your data to repair or replace your product. Belkin may also install software updates as part of warranty service. PLEASE MAKE SURE THAT YOU BACK UP ALL OF YOUR DATA ON THE PRODUCT AND/OR CONNECTED EQUIPMENT BEFORE SENDING IT IN FOR REPAIR OR REPLACEMENT. BELKIN IS NOT RESPONSIBLE FOR ANY LOSS OF DATA OR SOFTWARE DURING WARRANTY SERVICE.

Repairs or replacements not covered under warranty or your rights under consumer law may be refused by your place of purchase, or may be subject to charge.

Technical support

This warranty is not a service or support contract. Details on our technical support offerings and policies (including any applicable fees) can be found at <http://www.belkin.com/support>.

Belkin provides many different options to support you. Please click on or go to the appropriate website below for more details. Please make sure to change to your local country if necessary.

- Belkin Products: <http://www.belkin.com/support>

Along with the Limited Warranty, Belkin provides Complimentary Assisted Technical Support for 90 days after product purchase to get your hardware up and running. Complimentary Assisted Technical Support includes technical support (by phone) and live chat (through your computer). At this time, live chat is only available in certain countries. Please visit our websites (indicated above) in your local area for details.

For additional support beyond the 90 days of Complimentary Assisted Technical Support or for assistance on advanced features beyond basic support, please contact our Technical Support team to learn more about how we can help you get the most out of your product.

Telephone support may not be available where you live and may be subject to charge.