

WARRANTY AND SUPPORT INFORMATION

IMPORTANT! PLEASE RETAIN PROOF OF PURCHASE AND PRODUCT WARRANTY INFORMATION

BELKIN PRODUCT AND CONNECTED EQUIPMENT LIMITED WARRANTY (UNITED STATES AND CANADA)

This warranty is provided to you by Belkin International, Inc, or one of its subsidiaries or 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, Linksys or WeMo 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, Linksys or WeMo 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 defective, 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 Belkin product to a properly wired AC power line with protective ground (**Connected Equipment**) caused by failure of the Belkin 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**) during the Warranty Period (**Connected Equipment Warranty**).

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 set out below. The Connected Equipment Warranty automatically ends when the Product Warranty ends.

This warranty does not apply to products purchased from a source other than Belkin or a Belkin Authorized Reseller.

How long is the product warranted and what is the maximum value of the Connected Equipment Warranty?

Belkin warrants that the hardware in this Belkin, Linksys or WeMo 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. Belkin’s total liability under the Connected Equipment Warranty shall not exceed the maximum aggregate monetary limits set forth in the table below:

Product Type	Warranty Period	Maximum Monetary Limit (US Dollars)
New products	2 years	2500
Refurbished products	1 year	
Repaired products	The longer of the original Warranty Period or 30 days	
Replacement products	The longer of the original Warranty Period or 30 days	
Software media (if provided with the product)	90 days	N/A

If the Protected Light indicator on your Belkin 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 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, if the Protected Light indicator on your product goes out, we strongly recommend that you cease using the product immediately. In such an event, if the product is still within the Warranty Period and if none of the exclusions set out in this warranty apply, please contact Belkin Technical Support for a replacement product.

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

What isn’t covered by the Product Warranty and Connected Equipment Warranty?

Belkin does not give any warranty:

- in relation to software or services, provided by Belkin or any third party, included in or with the product or Connected Equipment;
- 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 or Connected Equipment 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 the Product Warranty always apply?

The Product 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, UPS's, 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 under the Connected Equipment Warranty?

Belkin does not cover damage to Connected Equipment in the following situations:

- the Product 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;
- 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; or

you continue to use the product in the knowledge that the Protected Light indicator has gone out.

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 Belkin product under the Product 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, Linksys or WeMo 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 the Connected Equipment Warranty, Belkin will, at its option:

- (1) pay the reasonable costs of repairing the damaged Connected Equipment as assessed by Belkin in its sole discretion;
- (2) replace the damaged Connected Equipment with a reasonably available equivalent new or refurbished Connected Equipment (in which case we will engage the repair facility and negotiate and settle the cost of repair); or
- (3) refund you the fair market value of the damaged Connected Equipment as reasonably assessed by Belkin in its sole discretion.

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 Product Warranty and / or the Connected Equipment Warranty, you agree that Belkin may examine the damaged product, the damaged Connected Equipment and/or the site where the damage occurred. Belkin reserves its right to do these things until any

claim under the Product Warranty and / or the Connected Equipment Warranty is finalised. The damaged product and damaged Connected Equipment must remain available for inspection during that time. 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 THOSE JURISDICTIONS WHERE IT CAN LAWFULLY DO SO, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, BELKIN, ITS RESELLERS AND ITS SUPPLIERS HEREBY DISCLAIM AND EXCLUDE ALL OTHER WARRANTIES, EXPRESS, STATUTORY OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, ACCEPTABILITY, SATISFACTORY QUALITY, NON-INFRINGEMENT, 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. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY BELKIN, A DEALER, AGENT OR AFFILIATE SHALL CREATE A WARRANTY. TO THE EXTENT WARRANTIES CANNOT BE DISCLAIMED OR EXCLUDED, THEY ARE LIMITED TO THE DURATION OF THE RELEVANT EXPRESS WARRANTY PERIOD.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL BELKIN, ITS AFFILIATES, ASSOCIATES, DEALERS, AGENTS OR SUPPLIERS OR THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, LICENSORS AND ASSIGNS BE LIABLE FOR ANY DIRECT, INDIRECT, EXEMPLARY, PUNITIVE, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOSS OF PROFITS OR REVENUE, FOR BUSINESS INTERRUPTION, FOR PERSONAL INJURY, FOR LOSS OF PRIVACY, FOR LOSS OF ABILITY TO USE ANY THIRD PARTY PRODUCTS OR SERVICES, FOR FAILURE TO MEET ANY DUTY INCLUDING OF GOOD FAITH OR OF REASONABLE CARE, FOR NEGLIGENCE, AND FOR ANY OTHER PECUNIARY OR OTHER LOSS WHATSOEVER), REGARDLESS OF THE THEORY OF LIABILITY (CONTRACT, TORT OR OTHERWISE) ARISING OUT OF OR IN ANY WAY RELATED TO THE USE OF OR INABILITY TO USE THE PRODUCT, EVEN IF BELKIN OR SUCH OTHER ENTITIES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL THE TOTAL AGGREGATE LIABILITY OF BELKIN, ITS AFFILIATES, ASSOCIATES, DEALERS, AGENTS OR SUPPLIERS TO YOU FOR ALL DAMAGES EXCEED THE PRICE YOU PAID FOR THE PRODUCT. THIS LIMITATION IS CUMULATIVE AND WILL NOT BE INCREASED BY THE EXISTENCE OF MORE THAN ONE INCIDENT OR CLAIM. THE FOREGOING LIMITATIONS WILL APPLY EVEN IF ANY WARRANTY OR REMEDY PROVIDED FAILS OF ITS ESSENTIAL PURPOSE. NOTHING IN THIS SECTION SHALL LIMIT THE LIABILITY OF BELKIN IN RELATION TO DEATH OR BODILY INJURIES.

THE WARRANTIES AND REMEDIES SET OUT IN THIS AGREEMENT ARE EXCLUSIVE, AND, TO THE EXTENT PERMITTED BY LAW, IN LIEU OF ALL OTHERS ORAL OR WRITTEN, EXPRESS OR IMPLIED. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE FOREGOING LIMITATIONS MAY NOT APPLY TO YOU.

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> or <http://support.linksys.com>. 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 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 Linksys or Belkin Technical Support. To find out how to contact us, click the "Contact Us" link on the home page of <http://Linksys.com> or <http://www.belkin.com>. If you are located outside the United States, you will need to choose your region/location first:

For Linksys.com:

<http://www.linksys.com/us/change-region/>

For Belkin.com:

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

If I believe my product is defective and covered by the Product Warranty or the Connected Equipment Warranty, 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, 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); 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.

Sometimes we will need you to send the product or Connected Equipment back to us so that we can fix or replace it. If we ask you to return your product 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 Connected Equipment. You will need to make sure the product and/or Connected Equipment is properly packaged and shipped, and you will be responsible for the costs of returning your product and/or Connected Equipment to us. We need to identify your product and/or Connected Equipment 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 and/or Connected Equipment. 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. If Belkin determines, in its sole discretion, that it is impractical to ship the damaged Connected Equipment to Belkin, Belkin may designate, in its sole discretion, an equipment repair facility to inspect and estimate the cost to repair such Connected Equipment. In that case, Belkin reserves the right to negotiate the cost of repairs. The cost, if any, of shipping the Connected Equipment to such repair facility and of such estimate shall be borne solely by the original end-user purchaser.

If you are making a claim in respect of your damaged Connected Equipment, you must 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; purchase of the damaged Connected Equipment; 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.

What happens when I return my product or Connected Equipment?

Defective products covered by the Product Warranty will be replaced without charge with the same product or an equivalent product of equal or greater value, or Belkin will provide you with a refund of the purchase price of the product, minus any rebates and discounts. The remedy offered will be determined by Belkin in its sole discretion.

In relation to damaged Connected Equipment covered by the Connected Equipment Warranty, Belkin will pay the reasonable costs of repair as assessed by Belkin at its discretion, replace the Connected Equipment with a reasonably available equivalent new or refurbished Connected Equipment (engaging the repair facility and negotiating and settling the cost of repair), or refund the fair market value as reasonably assessed by Belkin at 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 BEFORE SENDING IT IN FOR REPAIR OR REPLACEMENT. BELKIN IS NOT RESPONSIBLE FOR ANY LOSS OF DATA OR SOFTWARE DURING WARRANTY SERVICE.

Replacements not covered under warranty or your rights under consumer law may be refused by 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> or <http://support.linksys.com>.

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 and WeMo Products: <http://www.belkin.com/support>
- Linksys Products: <http://support.linksys.com>

Along with this warranty, Belkin provides Complimentary Assisted Technical Support for the Warranty Period 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 Complimentary Assisted Technical Support period 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. Please note that you may be assessed a fee to speak with our technician if you contact us outside the Complimentary Assisted Technical Support period.

Additional information on some of our Premium Support Offerings can be found at:
Linksys Networking Products – <http://www.linksys.com/us/premium-support/>
Belkin and WeMo Networking Products – <http://www.belkin.com/us/belkin-premium-support/>
Please Note: Some of these offerings may not be offered in your country

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