

# WARRANTY AND SUPPORT INFORMATION

**IMPORTANT!**  
**PLEASE RETAIN PROOF OF PURCHASE AND PRODUCT**  
**WARRANTY INFORMATION**

## BELKIN KVM PRODUCTS AND ACCESSORIES

### LIMITED WARRANTY (Americas)

This warranty is provided to you by Belkin International, Inc., or one of its subsidiaries or affiliates (“Belkin”)

#### IMPORTANT NOTICE REGARDING YOUR RIGHTS

The benefits we give in this manufacturer's warranty are **additional to** any rights and remedies that you may have under local 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, users have rights under local laws. Those rights may differ between countries, states and provinces, and often cannot be excluded.

This manufacturer's warranty is not intended to:

- change or exclude any rights under local 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?

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 Periods described below. This means that the product won't be defective, and that it will look and work as advertised during the relevant period.

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?

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 for the product purchased:

Product Type	Warranty Period
Desktop KVM products	36 months
Console and Rack Mount KVM Products	36 months
Secure KVM Products	36 months

All KVM Accessories	36 months
Secure KVM Extended Warranty - 1 Year*	12 months additional standard warranty past 36 original months
Secure KVM Extended Warranty – 2 Year*	24 months additional standard warranty past original 36 months
Software media (if provided with the product)	90 days

\* For purposes of this warranty, Extended Warranty means that Belkin will honor the standard warranty of a Secure KVM product for an additional 1 or 2 years (depending on which Extended Warranty you purchased) at a cost reflected as a sold Extended Warranty SKU attached to the sold Secure KVM Product SKU serial number. An extended warranty purchase does not alter the type of warranty of the given Secure KVM, but it extends the warranty per the standard warranty terms and conditions for the additional period of time purchased. If Belkin ceases to manufacture the product under Extended Warranty as notified on the product support web page at [www.belkin.com](http://www.belkin.com), Belkin will continue to honor the Extended Warranty until the end of the Extended Warranty term by repairing or replacing any defective product and, if the obsolete product is defective and replacement units are no longer available, Belkin will replace the obsolete product with a current generation product that most closely matches the warranted product.

A claim under this warranty is only eligible if it is made within the Warranty Period and if the purchaser makes the claim with a valid serial number.

#### **What isn't covered?**

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;
- 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 local 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 product damage was caused by use with non-Belkin products
- the warranty claim was made fraudulently or by misrepresentation;
- the product was not installed, operated, repaired, or maintained in accordance with Belkin's instructions;
- 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; or
- the product was supplied or licensed for beta, evaluation, testing or demonstration purposes, and you didn't buy or license the product.

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

### **How will Belkin make things right?**

If you make an eligible claim 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

Any repaired or replacement products are warranted for the remainder of the original or (if purchased) extended Warranty Period. All products and parts that are replaced become the property of Belkin. Should the defective product require a "destroy in field" process, please contact Belkin product support for details.

**Note:** The rights and remedies outlined above are the only rights and remedies available under this warranty. However, you may have additional rights under local 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://support.belkin.com>. You will find 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 local laws that apply to you.

You can also make a claim under this warranty or local 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:

<https://www.belkin.com/in/change-region/>

When you contact Technical Support for your region at the links above, you will need to give us some information:

- your product model, hardware revision (if applicable) and serial number;
- proof that you purchased the product, with the date of the purchase shown and place where it was purchased. If you are making a claim under an Extended Warranty, you will also need to provide proof of purchase of the Extended Warranty, which can be accomplished by Belkin matching up the serial number of the product with the Extended Warranty purchase, or by providing an invoice for the product and the extended warranty. **WE WILL ALWAYS NEED A DATED PROOF OF ORIGINAL PURCHASE TO PROCESS WARRANTY CLAIMS.**

Sometimes we will need you to send the product 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. You will need to make sure the product is properly packaged and shipped. You will be responsible for the costs of returning your product to us. 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.

### **What happens when I return my product?**

Defective products covered by this warranty will be repaired or 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.

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 (if applicable) 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 local law may be refused by your place of purchase, or may be subject to charge.

### **How are end-of-life notices provided?**

Any end-of-life notice shall be posted on the product support page at <http://belkin.com>. The date the end-of-life notice is posted shall be deemed to be the date of notification.

### **Technical support**

Along with the Limited Warranty, Belkin provides Complimentary Assisted Technical Support for the Warranty Period and Extended Warranty Period (if purchased) 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 website (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.

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