

Limited Warranty
TiVo Stream 4K Streaming Device
Ninety (90) Days Free Labor Product Exchange

Who is covered?

You must have proof of purchase to receive warranty service. A sales receipt or other document showing that you purchased the TiVo Stream 4K is considered proof of purchase.

What is covered?

TiVo has its streaming devices ("Streamer") manufactured from parts and components that are new or equivalent to new in accordance with industry-standard practices. TiVo warrants that the TiVo Retail Streamer will be free from defects in materials and workmanship during the limited warranty period described herein. The limited warranty coverage begins the day the Streamer is activated the first time, as further described in the following text.

For ninety (90) days from the first activation date, the Streamer will be replaced with a new, repaired, renewed, or comparable product (whichever is deemed appropriate by TiVo) if the Streamer becomes defective or inoperative. This exchange is done without charge to you for parts and labor (except applicable taxes, if any). For exchanges permitted during this initial ninety (90)-day period, you will be responsible for the payment of return shipping costs. There will be no exchanges offered after 90 days.

To obtain your costs for any type of permissible exchange of your TiVo Streamer, please contact TiVo Customer Support on TiVo.com.

Exchanging your TiVo Streamer for a replacement product does not restart or extend any of the above-set forth time periods, which continue to be calculated from the purchase date of your original Streamer. Therefore, when the warranty on your original Streamer expires, the warranty on the replacement product similarly expires on that same date.

What is excluded?

Your warranty does not cover:

- Labor charges for installation or setup of the Streamer.
- Any taxes imposed on TiVo for units replaced or repaired under this warranty.
- Replacement of the Streamer because of misuse, accident, lightning damage, unauthorized repair, or other cause not within the control of TiVo. Please note that removing the cover of the Streamer for any reason voids the warranty.
- Damage caused by a USB power adapter other than the TiVo Stream 4K power adapter included with purchase.
- Damages to, or viruses that may infect, the Streamer or other devices arising from the use of unauthorized third-party devices in connection with the Streamer.

- Incidental, indirect or consequential damages resulting from the Streamer. (Some states do not allow the exclusion of incidental, indirect or consequential damages, so the above exclusion may not apply to you.)
- Damages resulting from or relating to a modification or adaptation that has been made to a Streamer to enable it to operate in any country other than the country for which it was designed.
- A Streamer used for commercial or institutional purposes.
- Access connections (telephone or broadband), including charges from your communications provider.

Make sure you keep...

Please maintain in a safe and accessible place your sales receipt or other document showing proof of purchase of the TiVo Streamer. Also keep the original box and packing material in case you need to return your TiVo Streamer.

Before requesting service...

Please check the Troubleshooting advice found at tivo.com/support before contacting TiVo Customer Support.

To get warranty service...

If you believe you need service for your TiVo Streamer, contact TiVo Customer Support at tivo.com/support. You will go through a diagnostic checklist on TiVo.com. If it is determined that the Streamer needs to be exchanged, you will receive a return authorization number. You will be given complete shipping details.

All implied warranties, including implied warranties of merchantability and fitness for a particular purpose, are limited in duration to the duration of this express warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights. You may have other rights which vary from state to state (or jurisdiction to jurisdiction). TIVO'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN STREAMER IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS LIMITED WARRANTY. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE STREAMER, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF (AND ALL CONDITIONS OF) MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD SET FORTH ABOVE, AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER SUCH PERIOD. Some states (or jurisdictions) do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

TIVO DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY, AND TIVO DOES NOT ACCEPT LIABILITY FOR INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR

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