

# StarTech.com Warranty Policy

## Technical Support

Lifetime technical support is an integral part of the StarTech.com commitment to providing industry-leading solutions. If you ever need help with your product, visit our [Support Page](#) and access our comprehensive selection of online tools, documentation, and downloads.

## Warranty Service

If your product requires replacement or service, please first refer to the return policy of the merchant from whom it was initially purchased. Any required return or replacement within this stated timeframe is to be submitted to the original place of purchase.

StarTech.com will only accept direct return of a product for replacement, under the stated warranty service after the original return timeframe of place of purchase has expired.

For warranty service outside of the original merchant policy, please complete our online [Return Merchandise Authorization Form](#).

If you have any questions about the RMA process, please call our customer service department at 1-800-265-1844 (North American), 00-800-7827-8324(UK and Europe).

## Warranty Information

StarTech.com warrants its products against defects in materials and workmanship for the periods noted in the most recent version of the Product Technical Specification documentation for the applicable product. During this period, the products may be returned for replacement with equivalent products at our discretion. The warranty covers parts and labor costs only.

StarTech.com does not warrant its products from defects or damages arising from misuse, abuse, alteration, or normal wear and tear. Any change to the warranty term is at the discretion of StarTech.com.

## Warranty Terms

StarTech.com is not responsible for damage to or loss of any programs, data, or removable storage media. You are responsible for backing up any programs or data on removable storage media.

Any implied warranties that may be imposed by applicable law are limited to the terms of this limited warranty. In no event shall StarTech.com be liable for any incidental, special or consequential damages, including but not limited to loss of business, profits, data or use, whether in an action in contract or tort or based on a warranty, arising out of or in connection with the use or performance of the product, even if StarTech.com has been advised of the possibility of such damages.

You agree that replacement or refund, as applicable, under the warranty services described herein is your sole and exclusive remedy with respect to any breach of the StarTech.com limited warranty set forth herein. If, despite the foregoing limitations, for any reason StarTech.com becomes liable to you for damages incurred by you in connection with this agreement, then, the liability of StarTech.com will be limited to the amount equal to the price paid for product.

Some states or provinces/jurisdictions do not allow the exclusion or limitation of incidental or consequential damages for consumer products. In addition, some areas such as the European Union may have additional national or regional guidelines of mandatory minimum product warranty. In such jurisdictions, the exclusions, limitations or defined warranty periods of this limited warranty may not apply to you. StarTech.com will uphold all national or regional guidelines of mandatory minimum product warranty, where the legal minimum timeframe is not met by the original StarTech.com warranty stated for the product.

## **Warranty Length**

The original customer purchasing the StarTech.com Product is covered under the StarTech.com Warranty Program for the defined warranty period, starting from the date of original purchase. If no proof of purchase (receipt or invoice of purchase) can be presented upon request, StarTech.com cannot be held responsible for warranty service.

## **What is NOT Covered**

It is important to note that our warranty is not an unconditional guarantee for the duration of the Program. Any replaced parts become the property of StarTech.com. The Program does not apply to the software component of a product or a product which has been damaged due to accident, misuse, abuse, improper installation, usage not in accordance with product specifications and instructions, natural or personal disaster, or unauthorized alterations, repairs or modifications.

### **The Program does not cover any events such as:**

- Any damages unrelated to manufacturing defects
- Any unsuitable environment or use of the product, as determined by StarTech.com
- Any product which has been modified without official permission from StarTech.com, or on which the serial number or warranty sticker has been defaced, modified, or removed

### **Damage, deterioration or malfunction resulting from:**

- Accident, abuse, misuse, neglect, fire, water, lightning, or other acts of god, commercial or industrial use, unauthorized product modification or failure to follow instructions included with the product
- Third party products using StarTech.com components will not be covered by warranty. See your vendor or the manufacturer for information about servicing
- Any shipment damages (claims MUST be made with the carrier)
- Unauthorized repairs to a StarTech.com product will void the warranty

StarTech.com reserves the right to refuse to service any product which has been altered, modified or repaired by non-StarTech.com personnel.

StarTech.com does not warrant that this product will meet your requirements. It is your responsibility to determine the suitability of this product for your purpose.

### **Removal or installation charges**

You are responsible for the cost of shipping the product to StarTech.com. StarTech.com pays the cost of returning a product to you.

StarTech.com reserves the right to replace the product with a product of equivalent performance at their sole discretion at any time.

### **Limitation of Liability**

In no event shall the liability of StarTech.com Ltd. and StarTech.com USA LLP (or their officers, directors, employees or agents) for any damages (whether direct or indirect, special, punitive, incidental, consequential, or otherwise), loss of profits, loss of business, or any pecuniary loss, arising out of or related to the use of the product exceed the actual price paid for the product.

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.