

Defective Items Limited Warranty

Elgato offers a one-year warranty on new products purchased online. Refurbished units come with a 180-day warranty. The warranties are in effect from the invoice date. Software of any kind delivered with or as part of an Elgato product is expressly provided “as is” unless specifically provided for otherwise in any software license accompanying the software. If any Elgato product furnished by Elgato which is the subject of this Limited Warranty fails during the warranty period for reasons covered by this Limited Warranty, Elgato, at its option, will:

- REPAIR the defect by means of hardware and/or software, using new or refurbished replacement parts; OR
- REPLACE the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product; OR
- REFUND the then-current value of the product.

If such product is defective, transportation charges for the return of the product to buyer within the USA will be paid by Elgato. For all other locations, the warranty excludes all costs of shipping, customs clearance and other related charges. Elgato will have a reasonable time to replace or make repairs to the product. In no event will Elgato be liable for any other costs associated with the replacement or repair of the product, including labor, installation or other costs incurred by buyer.

To request warranty service from Elgato, contact <http://support.elgato.com> during the warranty period during the warranty period during normal business hours (Pacific Time), excluding holidays. Please provide: (1) your name, address, and telephone numbers; (2) model name and serial number of the product; (3) an explanation of the problem.

A replacement product or part assumes the remaining warranty of the original.

Elgato does not sell warranty extensions or accept old hardware products in exchange for new hardware products at reduced prices.

THIS LIMITED WARRANTY, AND ANY IMPLIED WARRANTIES THAT MAY EXIST UNDER STATE LAW, APPLY ONLY TO THE ORIGINAL PURCHASER OF THE ELGATO PRODUCT.

Extent of Limited Warranty

Elgato does not warrant that Elgato-branded products will be free from design defects or errors known as “errata.” Current characterized errata are available upon request. This limited warranty does not cover damages due to external causes, including accident, problems with electrical power, usage not in accordance with Elgato-branded product instructions, misuse, neglect, alteration, repair, improper installation, or improper testing.

Warranty Limitations and Exclusions

These warranties replace all other warranties, expressed or implied including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Elgato makes no expressed warranties beyond those stated here. Elgato disclaims all other warranties, expressed or implied including, without limitation, implied warranties of merchantability and fitness for a particular purpose. Some jurisdictions do not allow the exclusion of implied warranties so this limitation may not apply. All expressed and implied warranties are limited in duration to the limited warranty period. No warranties apply after that period. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.