

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who sold the product. Please review the warranty carefully, and contact the manufacturer if you have any questions.



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Warranty Information

Warranty Information

Thank you for selecting NETGEAR products.

Important!

To register your product, obtain the benefit of this Warranty and the complimentary support period, and view general product information and documentation, direct your Web browser to:

<https://my.netgear.com/registration/login.aspx>

Please retain the receipt as proof of purchase.

HOW CONSUMER LAW RELATES TO THIS WARRANTY

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY BY STATE, PROVINCE, OR COUNTRY. OTHER THAN AS PERMITTED BY LAW, NETGEAR DOES NOT EXCLUDE, LIMIT OR SUSPEND OTHER RIGHTS YOU HAVE, INCLUDING THOSE THAT MAY ARISE FROM THE NONCONFORMITY OF A SALES CONTRACT. FOR A FULL UNDERSTANDING OF YOUR RIGHTS YOU SHOULD CONSULT THE LAWS OF YOUR STATE, PROVINCE, OR COUNTRY.

SOME STATES, PROVINCES, AND COUNTRIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY (OR CONDITION) MAY LAST, SO THE LIMITATION DESCRIBED IN THIS WARRANTY MAY NOT APPLY TO YOU.

FOR OUR AUSTRALIAN CUTOMERS: PLEASE NOTE THAT THIS WARRANTY IS IN ADDITION TO ANY STATUTORY RIGHTS IN AUSTRALIA IN RELATION TO YOUR GOODS WHICH, PURSUANT TO THE AUSTRALIAN CONSUMER LAW, CANNOT BE EXCLUDED.. If statutory guarantees apply by virtue of the Australian Consumer Law, those guarantees cannot be excluded. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. For standard NETGEAR Technical support in Australia please call: 1 300 361 254. If you have a return authorization number given to you by NETGEAR Technical Support, please send your product to the following address:

Infoteam Oceania Pty Ltd.

Unit H, 10-16 South Str.

Rydalmere, Australia 2116

Hardware Warranty

As indicated above, the benefits to the consumer given by this NETGEAR warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods and services to which the warranty relates. Your NETGEAR product comes with a limited warranty that will vary in length depending upon the NETGEAR product you bought. Please see the product detail pages on netgear.com to determine the warranted period for your specific NETGEAR product.¹

All NETGEAR warranties are limited warranties that start on the date of purchase and are subject to the provisions described herein. For the purpose of NETGEAR's lifetime warranties, the lifetime of a NETGEAR product is the period of time that the original purchaser owns the product. All NETGEAR limited warranties, including lifetime warranties, are not transferable.

NETGEAR is firmly committed to providing our customers with best in class, reliable products through authorized resellers. Our policy is to honor product warranties and to perform services only on products purchased from an authorized NETGEAR reseller and only accompanied by a receipt or proof of purchase. If you purchase a NETGEAR product from an unauthorized reseller or if the original factory serial number has been removed, defaced or altered, your NETGEAR warranty will not be valid.

Unfortunately, there are some websites and dealers who claim to be authorized NETGEAR resellers but are not. Products sold on these websites or from these dealers do not carry a warranty from NETGEAR. When you purchase products from an unauthorized website or dealer, you are taking a risk because these products may be counterfeit, used, defective, or may not be designed for use in your country. Please protect yourself and your NETGEAR product by ensuring that you only purchase NETGEAR products from an Authorized Reseller. If you have any questions about authorized resellers, please visit our website.

NETGEAR warrants its products contained in their original packaging against defects in material and workmanship when the products are used normally for their intended purposes. If during the NETGEAR product's warranted period you submit a valid claim to NETGEAR, the product will be replaced with the same or functionally equivalent product by NETGEAR, at its discretion, free of charge provided you: (1) **obtain an RMA number by contacting NETGEAR Technical Support**; (2) return (at your shipping cost) the failed product; and (3) provide NETGEAR with proof of the original date of purchase. NETGEAR will not accept collect shipments, but replacement products will be returned to you at NETGEAR's cost. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If NETGEAR, by its sole determination, is unable to replace the defective product, it will refund the depreciated purchase price of the product.

This warranty does not apply if, in the judgment of NETGEAR, the product fails due to damage from shipment, handling, storage, accident, abuse or misuse, or if it has been used or maintained in a manner not conforming to product manual instructions, has been modified in any way, or has had any serial number removed or defaced. Repair or modification of the product by anyone other than NETGEAR or a NETGEAR approved agent will void this warranty.

IF YOUR NETGEAR PRODUCT IS CAPABLE OF STORING SOFTWARE PROGRAMS, DATA AND OTHER INFORMATION, YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE INFORMATION CONTAINED ON THE STORAGE MEDIA TO PROTECT THE CONTENTS AND AS A PRECAUTION AGAINST POSSIBLE OPERATIONAL FAILURES. **DURING WARRANTY SERVICE OR ANY OTHER TECHNICAL SUPPORT IT IS POSSIBLE THAT THE CONTENTS OF**

SERVICE OR ANY OTHER TECHNICAL SUPPORT IT IS POSSIBLE THAT THE CONTENTS OF THE NETGEAR PRODUCT'S STORAGE MEDIA WILL BE LOST, REPLACED OR REFORMATTED. IN SUCH AN EVENT NETGEAR AND ITS AGENTS ARE NOT RESPONSIBLE FOR ANY LOSS OF SOFTWARE PROGRAMS, DATA OR OTHER INFORMATION CONTAINED ON THE STORAGE MEDIA OR ANY OTHER PART OF THE NETGEAR PRODUCT SERVICED.

THE FOLLOWING EXCLUSIONS AND LIMITATIONS OF LIABILITY SET OUT IN THIS DOCUMENT DO NOT AFFECT YOUR STATUTORY RIGHTS UNDER THE AUSTRALIAN CONSUMER LAW. Subject to any statutory rights you may have under the Australian Consumer Law, to the fullest extent otherwise permitted by law and except as specifically provided in this document, the warranties and remedies in this warranty agreement are exclusive and in lieu of all others, oral or written, express or implied. Any and all other warranties are expressly excluded. Subject to any statutory rights which you may have, NETGEAR shall not be liable for any special, incidental, or indirect damages, including without limitation, damages resulting from use or malfunction of the products, loss of profits or revenues or costs of replacement goods, even if NETGEAR is informed in advance of the possibility of such damages, and the maximum liability of NETGEAR is limited to the purchase price of the product or services covered by the warranty.

- ¹ Desktop hard drives are warranted for three (3) years;
- External power supplies and AC adapters are warranted for two (2) years;
- NETGEAR generally offered no lifetime warranties prior to 05/01/2007. Accordingly, you must have purchased your NETGEAR product after 05/01/2007 to receive rights under any limited lifetime warranty that may cover it. Two exceptions to this rule are the NETGEAR EN104 and DS108 hubs purchased between 1999 and 2003, which also have limited lifetime warranties;
- The limited lifetime warranty for WNR2000 started in September of 2009, so you must have purchased your WNR2000 subsequent to September of 2009 to receive the limited lifetime warranty on it.



