
Warranty and Support Information

Thank you for selecting NETGEAR products.

Important!

Please register online.

Please retain proof of purchase and warranty information.

To register your product or to obtain product information and documentation and also have access to customer-only special offers, direct your Web browser to the web page at: <http://www.NETGEAR.com/register>

Please retain the receipt as proof of purchase and write down the information below in case you need to obtain support information.

NETGEAR Product: _____

Date of Purchase: _____

Hardware Serial Number: _____

Customer Number: _____

Hardware Warranty

Subject to the provisions described below, this NETGEAR product is protected for one (1) year against defects in material and workmanship.

Should a product fail to perform as described above within the warranted period, it will be repaired or replaced with the same or functionally equivalent product by NETGEAR, at its discretion, free of charge provided you: (1) return the failed product to a NETGEAR designated repair facility with shipping charge prepaid, and (2) provide NETGEAR with proof of the original date of purchase. Repaired or replacement products will be returned to you with shipping charges prepaid.

Replacement products may be refurbished or contain refurbished materials. If NETGEAR, by its sole determination, is unable to repair or replace the defective product, it will refund the depreciated purchase price of the product. This warranty does not apply if, in the judgement 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 by anyone other than NETGEAR or an approved agent will void this warranty. The maximum liability of NETGEAR under this warranty is limited to the purchase price of the product covered by the warranty.

Prior to returning any defective product, the end customer or the reseller from whom the end customer originally purchased the product must obtain a Return Materials Authorization (RMA) number from NETGEAR. All defective products should be returned to NETGEAR with shipping charges prepaid. NETGEAR will not accept collect shipments.

Except as specifically provided in this agreement or as required by law, the warranties and remedies stated above are exclusive and in lieu of all others, oral or written, express or implied. Any and all other warranties, including implied warranties of merchantability, fitness for a particular purpose and noninfringement of third party rights are expressly excluded. NETGEAR shall not under any circumstances be liable to any person for any special, incidental, indirect or consequential 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.

NETGEAR Technical Support Services and Warranty Support Information

NETGEAR gets you connected easily, through a wide variety of support services:

- An Online Knowledgebase
- Free E-mail Support
- Web Escalations
- Free 90-day Basic installation*
Phone Support
- 24x7 Technical Support
- NETGEAR Premium Networking
Support Service

TO OBTAIN SUPPORT SERVICES

Register Your Product

Free 90-day Basic Installation* support is available for registered owners. To register, point your browser to www.NETGEAR.com/register. As a registered owner, you receive 90 days of complimentary support for basic installation of your registered NETGEAR products. For additional information about your product, use the Select Product dropdown at kbserver.netgear.com.

Search Our Knowledgebase

Our online knowledgebase is your first resource for troubleshooting and other useful information. It has the most up-to-date information on drivers, manuals and firmware. The frequently asked questions cover most supported issues you will encounter. To search the knowledgebase, point your browser to kbserver.netgear.com and enter a product or other query in the search box.

Escalate Through the Web

If you cannot find what you are looking for in the knowledgebase point your browser to <http://my.netgear-support.com/>. From there, simply fill in the escalation to submit a question to our technicians via the Web. Most cases are answered in one business day.

E-mail

You may e-mail our technicians at support@netgear.com. For the fastest service and the most accurate assistance include details such as your NETGEAR product(s), firmware version, network configuration, and operating system, (as listed below).

Standard Phone Support

Free 90-day Basic Installation* phone support is available for registered owners. Basic installation may consist of hardware and driver installation, basic product configuration, checking the installation, verifying network connectivity and hardware functionality. The complimentary support expires 90 days from the date of purchase. You must register your product at www.NETGEAR.com/register before contacting support. Please have the following information available (as listed below) before calling technical support the first time.

Information for E-mail and Phone Support

- Customer Number (if applicable)
- E-mail Address
- Product Model
- Purchase Date
- Hardware Serial Number (required)
- Detailed Description of Problem
- RMA or RA Number (if applicable)

Premium Networking Support Service (Fee-Based)

1-800-448-1696 (Currently available only in the U.S.)

We understand that some of our customers may require advanced support or additional assistance after the first 90 days. To meet this need, we offer Premium Networking Support Service. This is an affordably priced option using expert network technicians with advanced networking knowledge. With this service, we provide support for advanced NETGEAR product features as well as non-NETGEAR issues that are not covered under the standard warranty support service. For more information, point your browser to kbserver.netgear.com.

Examples of Enhanced Services

- Non-NETGEAR Hardware
- Software Applications
- Network Security Applications
- Network Technology
- VPN Configuration
- File and Print Sharing
- Advanced Security Settings

Defective or Damaged Merchandise

If you suspect you have a defective or damaged product, you must call Technical Support. Have your computer system and the NETGEAR product available before contacting Technical Support. Ensure that you also have on hand the information as requested in the *Information for E-mail and Phone Support* list. Our technicians will help you to troubleshoot the product. If it is determined that repair is required, a return authorization will be issued. Products sent to NETGEAR without an authorization number will not be processed. NETGEAR will not issue refunds or offer product upgrades. NETGEAR is not responsible for lost or misdirected shipments.

*Advanced product features and configurations are not included in Basic installation support services.