

## Warranty & RMA Policy

### Dear Customers:

Thank you for purchasing TP-Link products. In order to protect your rights and interests, please read the following Warranty Policy carefully. NOTE: THIS WARRANTY POLICY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS UNDER APPLICABLE LAW.

- 1. Limited Warranty**
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### 1. Limited Warranty

TP-Link Enterprises Netherlands BV (the “TP-Link”) provides a limited warranty on all eligible TP-Link products purchased in the Netherlands. This limited warranty covers failures due to defects in material or workmanship for devices, commonly referred to as “manufacturer defects.” Packaging, software products, and technical data are not covered under the limited warranty. The maximum liability of TP-Link is the affected product purchase price.

Coverage under this limited warranty begins from the date the original purchase is delivered and is only applicable to the original purchaser of the product. Second-hand goods, such as products sold as “used,” “as is,” or “open box”, are generally not covered under this limited warranty. A valid proof of purchase and a complete product serial number are required to receive any services guaranteed as part of this limited warranty. This limited warranty does not apply if the product has been modified in any way or has a defaced or removed serial number. Products with no valid proof of purchase and where a serial number cannot be determined may have warranty services denied.

This limited warranty does not apply to refurbished products or products resold by unauthorized partners. Products sold by unauthorized partners are considered second-hand goods and do not qualify for warranty services.

TP-Link 's limited warranty provides replacement services but does not cover repair, refunds, returns, or exchanges under most conditions and without prejudice to your rights under Dutch law. Product(s) replaced under this limited warranty are typically replaced with factory refurbished product(s). If the defective product(s) are discontinued, end-of-life, or out of stock, TP-Link, at its discretion, will issue a replacement product with comparable features. This may result in a replacement product that is a different model or value. Product warranty periods are not renewed or extended for any replacement products provided under this warranty policy. The original purchase date and warranty period will apply to any replacement products until the end of the original warranty period.

**Conditions that disqualify products from the limited warranty include, but are not limited to:**

- Any defects or damages caused by normal wear and tear, accidents, improper installation or maintenance, misuse (including failure to follow product documentation), incorrect use of applications and configurations, neglect, disassembly, alterations to the hardware or supporting setting files, servicing other than by TP-Link authorized technicians, and external causes such as, but not limited to, natural disaster, water damage, extreme thermal or environmental conditions;
- Any claims or accusations made by third parties;
- Any defects caused by software, virus, or improper use of self-made, non-public or third-party/open-source software;
- Any unauthorized obliteration or tearing up of the product barcode;
- Any defects caused by transportation or loading during returning voyage; or
- Any other defects that are not caused by workmanship or product quality

**For external power supplies, conditions that disqualify products from the limited warranty include, but are not limited to:**

- Returned power supply units that have obvious hard object damage, fissures, broken legs and/or severe deformation; or
- Returned power cord that is broken, has an exposed core or similar damages.

## 2. Warranty Period

TP-LINK Enterprises Netherlands B.V.

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Business Products		Warranty Period
Gateways	Omada Pro Gateways	Limited Lifetime
	Omada Gateways	5 Years
Hardware Controllers	Omada Pro Hardware Controllers	Limited Lifetime
	Omada Hardware Controllers	5 Years
Managed Switches	Omada Pro Switches	Limited Lifetime
	Omada Switches	5 Years
Access Points	Omada Pro Access Points	Limited Lifetime
	Omada Access Points	5 Years
Business Class Accessories	PoE Splitters, Injectors and Adapters	2 Years
	Media Converters	
	Transceivers	
	Interconnect Cables	
	Rack Mounting kit	
	Power Supply Modules	
TP-Link VIGI Surveillance	VIGI Insight Series Camera <i>*excludes Pan &amp; Tilt</i>	5 Years
	VIGI Insight Pan & Tilt Camera	2 Years
	VIGI EasyCam Series Camera	2 Years
	VIGI NVR	5 Years
	VIGI Solar System Controllers - Solar Panels	5 Years
	VIGI Solar System Controllers - Batteries & Other Major Components	2 Years
	VIGI Camera Junction Boxes	2 Years

### 3. RMA Procedure

If your product becomes defective within the warranty period, please contact the original purchaser to request an authorization. The cost of returning the defective product will be covered by your purchaser's return policy.

For health and safety reasons, TP-Link reserves the right to refuse any customer who attempts to deliver defective products to office premises in order to request a product replacement.

#### **4. International Warranty Policy for Business Customers**

- International Policy

This Warranty Policy is exclusively valid for products purchased and serviced in the Netherlands, Belgium and Luxembourg. Customers outside of these regions are encouraged to contact their local service providers for assistance

- Warranty Policy Exclusively for Business Customers

This Warranty Policy applies solely to our business customers, who are advised to seek warranty support from their original transaction partners in all cases.

#### **5. APPENDIX**

- THE LIMITED WARRANTY STATED ABOVE IS ONLY VALID FOR PRODUCTS SOLD IN THE NETHERLANDS, BELGIUM OR LUXEMBOURG BY TP-LINK. ANY ADDITIONAL WARRANTY OR SERVICES AGREED UPON DURING THE PURCHASE SHALL ONLY BE EFFECTIVE BASED ON THE CONTRACT SIGNED BY TP-LINK.
- NO EMPLOYEE OR REPRESENTATIVE OF TP-LINK OR ITS AFFILIATES OR ANY THIRD PARTY IS AUTHORIZED TO MAKE ANY MODIFICATIONS, EXTENSIONS, OR ADDITIONS TO THIS WARRANTY POLICY. IF ANY TERM OF THIS WARRANTY POLICY IS HELD TO BE ILLEGAL OR UNENFORCEABLE, THE REMAINING TERMS OF THIS WARRANTY POLICY WILL REMAIN IN FULL FORCE AND EFFECT.
- TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE LIMITED WARRANTY WRITTEN ABOVE IS THE ONLY EXPRESS WARRANTY TP-LINK PROVIDES FOR THE APPLICABLE TP-LINK PRODUCTS, AND THE ABOVE REMEDY IS YOUR SOLE REMEDY. TP-LINK EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS OF ANY KIND, WHETHER STATUTORY OR IMPLIED, ARISING FROM THE COURSE OF CONDUCT OR OTHERWISE, REGARDING THE APPLICABLE TP-

LINK PRODUCTS, EXCEPT THAT ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT ARE LIMITED IN DURATION TO THE APPLICABLE WARRANTY PERIOD STATED ABOVE. CUSTOMER ASSUMES ALL RISK WHATSOEVER AS TO THE RESULT OF THE USE OF THE PRODUCTS PURCHASED, WHETHER USED SINGULARLY OR IN COMBINATION WITH ANY OTHER PRODUCTS OR SUBSTANCES.

- YOU EXPRESSLY UNDERSTAND AND AGREE THAT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, TP-LINK AND ITS SUBSIDIARIES AND AFFILIATES (COLLECTIVELY, "TP-LINK PARTIES") SHALL NOT BE LIABLE TO YOU UNDER ANY THEORY OF LIABILITY (WHETHER CONTRACT, TORT (INCLUDING NEGLIGENCE) OR FAILURE OF ANY WARRANTY OR OTHERWISE) FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES THAT MAY BE INCURRED BY YOU IN CONNECTION WITH ANY TP-LINK PRODUCTS OR THESE TERMS, INCLUDING ANY LOSS OF DATA, WHETHER OR NOT A TP-LINK PARTY OR ITS REPRESENTATIVES HAVE BEEN ADVISED OF OR SHOULD HAVE BEEN AWARE OF THE POSSIBILITY OF ANY SUCH LOSSES ARISING.
- TP-LINK IS NOT RESPONSIBLE FOR ANY DAMAGES, INJURIES, OR LOSS OF USE DIRECTLY OR INDIRECTLY FROM THE USE OR ATTEMPTED USE OF TP-LINK PRODUCTS AND SERVICES. YOU EXPRESSLY AGREE AND UNDERSTAND THAT TP-LINK PRODUCTS ARE USE AT YOUR OWN RISK.
- TP-LINK IS NOT RESPONSIBLE FOR ANY FEES INCURRED RELATED TO DIAGNOSTIC TESTING, SERVICE, OR INSTALLATION ASSOCIATED WITH THE USE OR ATTEMPTED USE OF ANY OF OUR PRODUCTS. ANY FEE CHARGED BY A CONTRACTOR OR SERVICE TECHNICIAN WILL BE THE SOLE RESPONSIBILITY OF THE CUSTOMER.

TP-Link reserves the right, at its sole discretion, to interpret, modify, and amend this Warranty Policy at any time.