

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 WHICH VARY FROM STATE TO STATE.**

1. **Limited Warranty**
2. **Warranty Period**
3. **Replacement Procedure**
4. **Appendix**

Limited Warranty

TP-Link USA Corp. ("TP-Link USA") provides a limited warranty on all eligible TP-Link products purchased in the United States. The limited warranty covers failures due to defects in material or workmanship on devices, antennas and accessories*. Packaging, software products, and technical data are not covered under the limited warranty. The limited warranty starts from the original date of purchase and is only applicable to the original purchaser of the product. Proof of purchase and a complete product serial number are required to receive any services guaranteed as part of the limited warranty.

The limited warranty does not apply to refurbished products or products that were resold by unauthorized resellers. For TP-Link Refurbished Product Warranty Policy, please visit <http://www.tp-link.com/us/support/refurbished/>

TP-Link USA's limited product warranty does not provide refunds, returns or exchanges under most conditions. Product(s) replaced under the limited warranty will be replaced with factory refurbished product(s). If the defective product(s) are discontinued, end of life, or out of stock, TP-Link will issue a replacement with product(s) of equivalent value or features. We will attempt equivalent features before equivalent value. Brand new product(s) may also be used as a replacement in some cases. Product warranty periods do not renew with replacement units. The original purchase date and warranty period will apply to replacement products

[Click here](#) to view "**Conditions that Disqualify Products from the Limited Warranty**"

***Accessories: Please refer to TP-Link Home Accessories and TP-Link Business Accessories for Warranty Period.**

Warranty Period

As of January 1, 2016, Warranty periods for TP-Link products will be as follows:

Products Category	Products in Category	Warranty Period
Home and Smart Home Classes	Whole Home Wi-Fi/Mesh Wi-Fi /Deco Wi-Fi Router Adapters/USB Adapters Access Points Range Extenders Powerline Adapters Smart Plugs Smart Lighting	2 years

	Smart Switches Cameras and Doorbells	
Home and Smart Home Class With Energy Star Certified	LB210, KL130 V1, LB230	3 years
Home Class Accessories	USB Hubs/Port Hubs USB Converters/USB to Gigabit Ethernet Network Adapter	2 years
	Charging/Power Bank	1 year
Business Class	Omada SDN/Business Wireless Access Points (EAP-series) (Excludes EAP-Outdoor/Pharos WISP Long Outdoor APs), Omada SDN/Omada Gigabit VPN/Business Class Routers Omada SDN/Business Switches (Excludes Lightwave & Plastic Chassis Switches)	Limited Lifetime
Business Class Accessories	Splitters and Injectors Media Converters Transceivers SFP+ Cables Rackmount Chassis	2 years
Outdoor Business Class	Outdoor APs(EAP-Outdoor device), Business Wireless/Pharos WISP Long Range Wireless/Outdoor CPE	2 years
Lightwave and Switches with Plastic Chassis	Lightwave and Business Class Switches with Plastic Chassis	2 years
Discontinued Business Classes	Check TP-Link Website	5 years

***Note:**

1. Only metal case network switch is a limited lifetime warranty, network switch with the plastic case is 2 years;
2. Only Indoor OMADA EAP is a limited lifetime warranty, Outdoor EAP is 2 years.

Click [here](#) to determine what category your product is in.

***Limited Lifetime Warranty:**

A: All business-class products (excluding outdoor and accessories) purchased after January 1, 2016 will be covered with TP-Link USA's limited lifetime warranty.

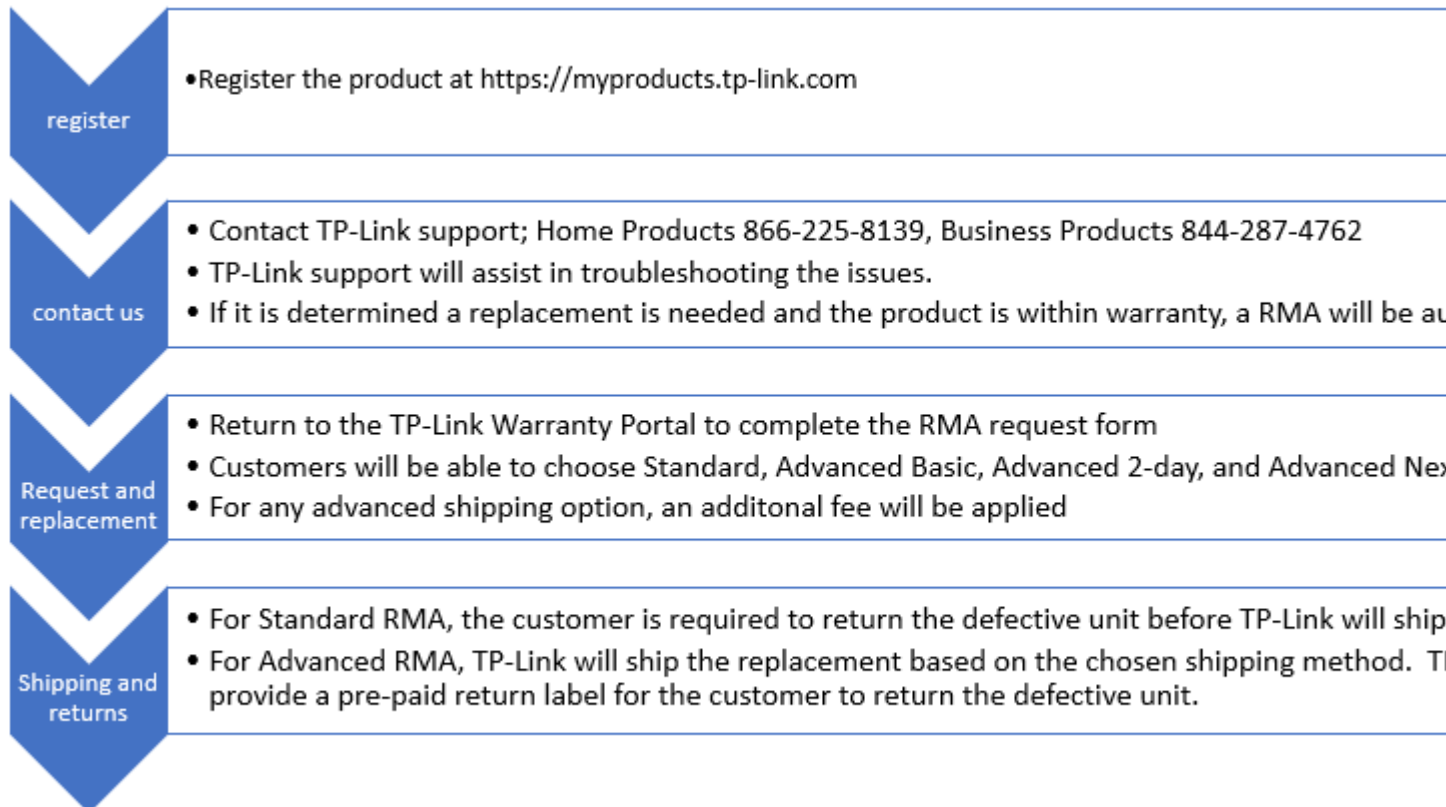
B: Limited lifetime warranties only apply to the original purchaser and do not transfer.

C: Warranties on products that are discontinued will be limited to a period of (5) years from the end of sale date.

D: Only the product and its internal parts are covered under the limited lifetime warranty. External parts such as external power supplies, modules and other accessories may be covered under separate warranties. Please refer to TP-Link business-class accessories for more information.

Replacement Procedure

If the product(s) are found to be defective and is still covered under the TP-Link replacement policy, the customer may have a replacement processed by following the steps listed below:



[Click here](#) to view the detailed **TP-Link RMA Process**

Please Note:

- TP-Link USA may reject or return product(s) returned without accessories or an assigned case number.
- If proof of purchase can't be provided, a warranty period start date may be assigned by TP-Link.
- The three digits that make up the second to fourth digits of the Serial Number (SN) represent the manufacturing date (year and month). For example, a product with SN: 2171XXXXXXXX, "171" represents the year of 2017 (17) and month of January (1). "17A" represents the year of 2017 (17) and month of October (A). (B) represents the month of November and (C) represents the month of December. The warranty period ends on the last day of the corresponding month.
Note: For products manufactured before 2014, the first three digits of the Serial Number (SN) represent the manufacturing date (year and month), for example SN: 14XXXXXXXXXX.

- Customers who choose Advanced RMA will receive a pre-paid return label with the replacement to ship the defective product back to TP-Link USA Customer Service Center. Customers who choose Standard RMA are responsible for the shipping fee associated with returning of the defective product(s) to TP-Link USA Customer Service Center.
- Advanced shipping times only apply to the transit of the replacement. All RMAs regardless of chosen method are subject to a processing period of up to 3 to 5 business days. Chosen method of delivery will be applied once the product has shipped.
- TP-Link USA is not responsible for any damages that may occur during shipping.
- TP-Link USA has no obligation to replace any products that are no longer covered under warranty. If TP-Link USA, in its sole and absolute discretion, chooses to replace your product that is not covered by warranty, TP-Link USA may charge a service fee.

Appendix:

1. The limited warranty stated above is only valid for products sold in the U.S. by TP-Link USA or its authorized resellers. Any additional warranty service agreed upon during purchase shall only be effective based on a contract signed by TP-Link USA. Advanced shipping options are only available in the contiguous 48 states.
2. None of any warranty service made by a distributor is covered by this warranty policy, and TP-Link USA shall not be held liable. In order to receive any benefits from the distributor's warranty and/or other policies, please keep any documents obtained during the purchase.
3. No employee or representative of TP-Link USA or its affiliates or any third party is authorized to make any modification, extension or addition 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.
4. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE LIMITED WARRANTY WRITTEN ABOVE IS THE ONLY EXPRESS WARRANTY TP-LINK USA PROVIDES FOR THE APPLICABLE TP-LINK PRODUCTS, AND THE ABOVE REMEDY IS YOUR SOLE REMEDY. TP-LINK USA EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS OF ANY KIND, WHETHER STATUTORY OR IMPLIED, ARISING FROM 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.
5. YOU EXPRESSLY UNDERSTAND AND AGREE THAT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, TP-LINK USA 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 USA PARTY OR ITS REPRESENTATIVES HAVE BEEN ADVISED OF OR SHOULD HAVE BEEN AWARE OF THE POSSIBILITY OF ANY SUCH LOSSES ARISING.
6. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Remarks: TP-Link USA reserves the right, at its sole discretion, to interpret, modify and amend this warranty policy at any time.