

General Warranty Conditions

As at: 19th of February 2021

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LIMITED HARDWARE WARRANTY

As a devolo customer, in addition to the warranty required by law, you receive a 2-year product warranty starting from the date of purchase. To view general product information and documentation, direct your Web browser to:

<https://www.devolo.com/support/warranty>

Please retain your 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 FROM STATE TO STATE, PROVINCE, OR COUNTRY.

OTHER THAN AS PERMITTED BY LAW, DEVOLO 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.

If your devolo device is found to be defective during initial installation or within the warranty period, please contact the authorized dealer who sold you the product. Warranty claims shall be asserted immediately in writing but at the latest within seven days.

The authorized dealer will take care of the repair or warranty claim for you.

PRODUCTS COVERED BY THIS WARRANTY

As indicated above, the benefits to the consumer given by this devolo warranty do not exclude any other rights and remedies of the consumer under any law in relation to the goods and services to which the warranty relates. This warranty applies to any devolo products you have purchased from an authorized dealer.

Our policy is to offer product warranties and to perform services only on products purchased from an authorized dealer and only accompanied by a receipt or proof of purchase. If you purchase a devolo product from an unauthorized dealer or if the original factory serial number has been removed, defaced or altered, this devolo warranty will not be valid.

WHAT THIS WARRANTY COVERS

devolo warrants its products contained in their original packaging against defects in material and workmanship when the products are used normally for their intended purposes.

All devolo limited warranties begin on the date of purchase. **Please retain a copy of your receipt as proof of purchase.**

There are some components of current devolo products, such as batteries and power supplies that will have warranty lengths that differ from the underlying devolo product.

TO THE EXTENT PERMISSIBLE BY APPLICABLE LAW, THIS WARRANTY AND ANY IMPLIED WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

WHAT IS NOT COVERED BY THE DEVOLO WARRANTY

This warranty does not apply if the devolo 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. If it is revealed that the reported malfunction of the device was caused by defective external hardware, external software, installation or operation, devolo shall reserve the right to charge the purchaser for the incurred test expenses.

For devolo products that can use replaceable batteries, use of only high-quality, non-counterfeit, and non-rechargeable batteries is recommended. In these products, the use of rechargeable batteries or inferior-quality batteries that cause damage to your devolo product will void this warranty. Repair or modification of the product by anyone other than devolo or a devolo approved agent will void this warranty.

YOUR RESPONSIBILITIES

In order to obtain warranty service under this devolo warranty, during the devolo product's warranted period, as set forth above, you must submit a valid claim to devolo by:

1. obtaining an RMA number (Return Material Authorization) by contacting devolo technical support;
2. returning (at your shipping cost) the failed product to the address provided by devolo technical support; and
3. providing devolo with proof of the original date of purchase.

devolo will not accept collect shipments for warranty service, but replacement products will be returned to you at devolo's cost after completing the above three steps. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished or used parts may be used to repair the goods. If devolo, by its sole determination, is unable to replace or repair the defective product, it will refund the depreciated purchase price of the product.

DEVOLO'S RESPONSIBILITIES

As long as you fulfill your obligations under [YOUR RESPONSIBILITIES](#) above, devolo will replace or repair your product with the same or functionally equivalent product, at its discretion, free of charge (except for shipping charges as provided above).

LIMITATION OF LIABILITY

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, DEVOLO IS NOT LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION DAMAGES RESULTING FROM USE OR MALFUNCTION OF DEVOLO PRODUCTS, COMPROMISE OR CORRUPTION OF DATA, LOSS OF PROFITS OR REVENUES, COSTS OF REPLACEMENT GOODS OR COSTS OF RECOVERING, PROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH THE DEVOLO PRODUCT, EVEN IF DEVOLO IS INFORMED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES.

SOME STATES (OR COUNTRIES OR PROVINCES) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

THE EXCLUSIONS AND LIMITATIONS OF LIABILITY SET OUT IN THIS DOCUMENT DO NOT AFFECT YOUR STATUTORY RIGHTS UNDER THE UNITED STATES CONSUMER LAW.

Subject to any statutory rights you may have under the United States 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.

This warranty will be governed and construed in accordance with the laws of the country in which the devoLO product purchase took place.