



Warranty for  
KVM Products

## WARRANTY AND SUPPORT INFORMATION

### (KVM PRODUCTS)

This limited manufacturer's warranty (**Warranty**) is provided to **you**, the end user of a Belkin product, by **us** (or **we**) Belkin International, Inc of 555 S. Aviation Blvd. Suite 180, El Segundo, California, 90245, USA. It provides you with certain benefits in relation to your Belkin product, including the hardware and any firmware and other software embedded in your product (**Product**).

If your Product will only function in conjunction with a Belkin App, the App will also benefit from this Warranty. If so, this will be specified in the Terms of Use which you will be able to find in the App itself.

These benefits are additional to any rights and remedies that you may have under consumer protection laws in your country of residence. You may, for example, have rights against the retailer or any other person who sold your Belkin product to you.

**Nothing in this Warranty restricts or affects any of those rights or remedies.**

In addition to this Warranty, your use of your Product is governed by: (i) Belkin's **General Terms**, (ii) the Belkin **Privacy Policy**; (iii) if there is any software in your Product, Belkin's **End User License Agreement** and (iv) any applicable **Terms of Use**, (this Warranty and the other terms and policies together are referred to as the **Product Terms**). If there is any inconsistency between this Warranty and any of the other Product Terms, the terms of this Warranty will prevail.

The Product Terms contain important information about your rights and obligations, as well as limitations and exclusions that may apply to you.

#### WHAT DOES THIS WARRANTY COVER?

Belkin warrants that your Product won't be faulty and that it will look and work as advertised under normal use during the Warranty Period which is set out below, provided that you follow the instructions provided with the Product, and subject to the exclusions listed under the heading "What Isn't Covered?".

Any Product which does not conform to this Warranty is referred to as a **Defective Product**.

#### HOW LONG IS THE PRODUCT WARRANTED?

The **Warranty Period** begins on the date the Product was purchased by the original end user and lasts for the period set out in the table below:

Product Type	Warranty Period
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Desktop KVM Products	3 years
Console and Rack Mounted KVM Products	3 years
Secure KVM Products	3 years
KVM Accessories	3 years
Repaired or replacement Products (including all categories above)	The longer of the original Warranty Period or 30 days
1-Year Secure KVM Extended Warranty, as detailed below	1 year, immediately following the initial 3-year Warranty Period
2-Year Secure KVM Extended Warranty, as detailed below	2 years, immediately following the initial 3-year Warranty Period

You must make a Warranty claim within 2 months of discovering the fault or other problem with the Product. See further below for more information on how you can make a Warranty claim.

#### **EXTENDED WARRANTIES**

If you choose to purchase an **Extended Warranty** for a Secure KVM Product, our standard warranty provisions will apply for an additional 1 or 2 years (depending on which Warranty Period you chose). An Extended Warranty purchase does not alter the terms of the Warranty, except to extend the Warranty Period. Our Extended Warranties can be purchased only at the time of your Secure KVM Product purchase. Third party extended warranty products may also be available.

#### **WHAT ISN'T COVERED?**

We do not give any warranty:

- that the Product will always operate uninterrupted or error free;
- that the Product or any equipment, system or network on or through which the Product is used, is 100% secure and cannot be hacked; or
- in relation to any third party hardware, software or services, even if bundled with or required for the operation of your Product.

This Warranty does not apply if:

- your Product is stolen or purchased from a source other than Belkin or a Belkin Authorized Reseller;
- a Warranty claim is made fraudulently or by misrepresentation;

- the Product was not installed, operated, repaired, or maintained in accordance with our instructions;
- the Product has been subjected to abnormal physical or electrical stress or misuse;
- damage to the Product is cosmetic, including scratches and dents, or is caused by normal wear and tear or normal aging of the Product, including degradation of batteries;
- the serial number on the Product has been altered, defaced, or removed; or
- the Product was supplied or licensed for beta, evaluation, testing or demonstration purposes.

## **HOW WILL BELKIN MAKE THINGS RIGHT?**

If you make an eligible claim under this Warranty, we will at our choice either:

- replace the Defective Product with a reasonably equivalent new or refurbished Product;
- refund the purchase price which is shown on your or the original end user's Product receipt; or
- repair the Defective Product with new or refurbished parts or pay the reasonable repair costs.

Any repaired or replacement Products will be covered by this Warranty, for the Warranty Period shown above. Once any Product or part has been replaced, or if you have been given a refund for it, the original Product or part becomes our property.

Details of how you can claim under this Warranty are set out below.

## **WHAT SHOULD I DO IF I HAVE A DEFECTIVE PRODUCT?**

**If you have a Defective Product, you may have the option under your local consumer laws to return it to the original seller, or other rights and remedies against them.**

You may also be able to make a claim under this Warranty. You can contact us to make your claim by clicking the **Contact Us** link on the home page of [www.belkin.com](http://www.belkin.com).

So that we can help you, you will need to give us some information when you contact us, including:

- your Product model, hardware revision number and serial number – we can help you find these on your Product if you're not sure about any of them; and
- details of the original purchase of the Product, with the date of the purchase and place where it was purchased.

**We will always need a dated proof of original purchase.**

Once we have this information and the details of the problem with your Product, we will be able to advise you of next steps required to process your Warranty claim, including backing up and deleting your data if there is any in your Product.

**You must not dispose of any Defective Product** - we may need you to send it back to us. If so, we will give you full details of how to prepare it for shipping and how to return it to us free of charge.

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*Updated: June 1, 2022*