

Buffalo Americas, Inc. (Buffalo) warrants its products, specified below, are free from defects in material and workmanship under normal use, for the designated warranty period specified below. Subject to the conditions and limitations set forth below, Buffalo will, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials. The warranty becomes effective from the date of shipment. In the event this product is found to be defective within the warranty period, Buffalo will, at its discretion, repair or replace the defective product.

Buffalo now offers a 5-year enhanced warranty for select TeraStation products. Please visit the [enhanced warranty page](#) for more information.

Business Switch lifetime warranty requires [warranty registration](#) within 90 days of purchase.

Please refer to the following table for specific standard warranty periods.

[Network Storage](#)

[Desktop Hard Drives](#)

[Portable Hard Drives](#)

[Accessories Optical Disc Drives](#)

[Wireless Networking - Purchased On or After Dec 1, 2011](#)

[Wireless Networking - Purchased Prior to Dec 1, 2011](#)

[Wired Networking - Purchased On or After Dec 1, 2011](#)

*Lifetime warranty requires [warranty registration](#) within 90 days of purchase.

[Wired Networking - Purchased Prior to Dec 1, 2011 Memory](#)

Limitations of Warranty

This warranty does not include non-Buffalo Americas installed components. This limited warranty does not cover any damage to the product that results from abnormal mechanical or environmental conditions, abuse, accident, improper installation, misuse, insufficient or excessive electrical supply, natural disaster, or any unauthorized disassembly, repair, or modification. This limited warranty also does not apply to any product on which the original product label and or UPC information has been altered, obliterated or removed, has not been handled or packaged correctly, has been sold as second-hand or has been resold contrary to US export regulations.

This limited warranty covers only replacements for defective Buffalo products, as described above. Buffalo does not cover under warranty and is not liable for any loss of data or any costs associated with diagnosing the source of system problems or installing, removing or servicing Buffalo products. This warranty excludes 3rd party software, connected equipment or stored data. In the event of a claim, Buffalo's sole obligation shall be to replace our product with its equivalent or the best possible substitute.

Under no circumstances shall Buffalo Americas be liable in any way to the user for damages, including any lost profits, lost savings or other incidental or consequential damages arising out of

the use of, or inability to use, the Buffalo products. Buffalo Americas reserves the right to revise or update its products, software, or documentation in keeping with technological advances without obligation to notify any individual or entity.

Technical Support and firmware upgrades for Buffalo Americas products are restricted to the country/region of purchase. Please refer to the Buffalo Technical Support Information received with your product purchase.

Buffalo AirStation Open Source DD-WRT Routers shipped after 3/1/2014 are factory pre-loaded with the open source version of DD-WRT. All development, firmware updates, technical and configuration support will be provided by DD-WRT and the DD-WRT community. Buffalo Americas provides a limited hardware warranty that covers malfunctioning hardware. [Click here](#) for more information on what is covered by this warranty.

RMA Procedures and Requirements

Defective products may be replaced by the authorized Buffalo reseller or distributor from which the product was originally purchased, or directly through Buffalo based on the following procedures and requirements.

When returning a product, include your original proof of purchase. Return requests cannot be processed without proof of purchase. Shipment of returned product to Buffalo Americas is the responsibility of the purchaser. All expressed and implied warranties for the Buffalo product are limited in duration to the specified warranty period.

Please have your proof of purchase receipt to get warranty support. All defective products shall be returned with a proof of purchase. In no event shall Buffalo Americas's liability exceed the price paid for the product from direct, indirect, special, incidental, or consequential damages resulting from the use of the product, its accompanying software, or its documentation. Buffalo Americas does not offer refunds for any product.

Buffalo Americas replacement products are only shipped within the USA and Canada. If product has been exported outside these countries, customer must supply a US or Canadian address for shipping the replacement.

Additional requirements apply to memory product warranty support.

[Download Memory Warranty Statement](#) 

Important Notice

Buffalo devices are designed for home or office use. Buffalo cannot be made liable for any damages, loss of data or damage following thereof (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or other pecuniary loss) arising out of the use of or inability to use this Buffalo product, even if Buffalo has been advised of the possibility of such damages.

Buffalo does not perform any data recovery services. If you are unable to access data on your drive due to damage such as that mentioned above, you may wish to consider contacting an independent data recovery service.

To protect against **power surges** and power outages, we strongly recommend that you use power surge protection and UPS solutions suitable for your situation.

Good IT practice suggests that you **back up your data** and store the backed-up data in a secure place, called vaulting, which assumes that an organization's computer files are copied regularly on some type of removable medium, such as magnetic tape, CD or hard disk, and then delivered to an off-site location for safekeeping. The timing and extent of backups can vary (from continuous real time to once a day or once a week), depending on the organization's needs.

This warranty is void if:

- The product was operated/stored in abnormal use conditions;
- The product is repaired, modified or altered
- The product was subjected to abuse, neglect, electrical fault, improper packaging, accident or acts of nature;
- The product was installed improperly;
- The serial number of the product is defaced or missing;
- The tamper seal on the casing is broken.
- The product is upgraded with firmware not applicable to region of purchase.

For further questions, please [contact](#) our technical support staff.

[Download Memory Warranty Statement](#) 

[Download Buffalo Warranty Statement for Refurbished Products](#)