

Warranty & RMA Policy

Dear Customers,

Thank you very much for purchasing TP-LINK products. In order to protect your rights and interests, please read the following Warranty Policy carefully.

1. [Limited Warranty](#)
2. [Warranty Period](#)
3. [Replacement Procedure](#)
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Limited Warranty

TP-LINK Canada Inc. provides limited warranty to all TP-LINK products purchased in Canada. The warranty covers the main device, antenna and external power supply failures due to defects in material or workmanship. Packaging, various cables, software products, technical data and other accessories are not covered here. The maximum liability of TP-LINK is equal to or no higher than the product's purchased price.

TP-LINK does not refund in any conditions. If the returned product is discontinued, TP-LINK will replace it with an equivalent product.

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

Warranty Period

From August 1, 2011, TP-LINK Canada Inc. provides 2-Year warranty to our SOHO class products and 5-Year warranty to our SMB class products. If you need help to classify your product(s), please [click here](#).

Product type	Warranty Period
TP-LINK SOHO Products	2-Year
TP-LINK SMB Products	5-Year
TP-LINK Other Products	1-Year

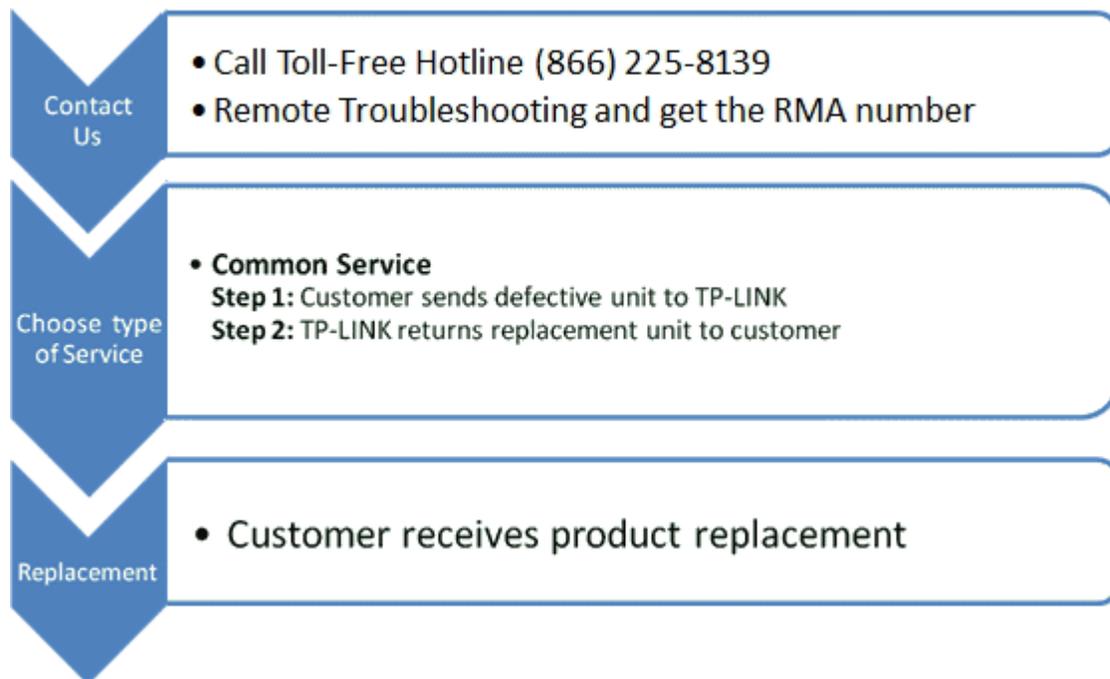
Replacement Procedure

Express Replacement

If you are experiencing product defects within the warranty period, please **FIRST** contact the online/retail store where you originally purchased the product(s) from to ensure expedient replacement.

Normal Replacement

If the store no longer accepts your claim, you may process it through TP-LINK's RMA program by following the steps below.



[Click here](#) to view detailed procedures for **Common Service**

Please Note:

- TP-LINK may reject or return products without accessories or assigned RMA number.

- If purchase receipt can't be provided, the warranty period shall be calculated 3-month from the product's manufacturing date. The first three digits of the Serial Number (SN) represent the manufacturing date (year and month). For example "121" represents the year of 2012 (12) and month of January (1). "12A" represents the year of 2012 (12) 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 3rd month.
- Customers are responsible for the shipping fee and sending defective product to TP-LINK Canada Inc. Customer Service Center.
- TP-LINK Canada Inc. is not responsible for damage occurred during shipment.
- TP-LINK Canada Inc. will charge a service fee to replace your product if it is out of warranty.

Appendix:

1. Warranty service stated above is only valid for products sold in the Continental Canada. Any other additional warranty service agreed during purchase shall only be effective based on the contract signed by TP-LINK Canada Inc.
2. Any warranty service made by the distributor is beyond this warranty policy, TP-LINK Canada Inc. shall not be held liable. Please obtain documents during purchase in order to be honored by the distributor.
3. Any direct or indirect damage that prohibited the product to function normally, TP-LINK Canada Inc. shall only be liable for the duties stipulated by the state law.
4. TP-LINK CANADA INC. shall neither, on any account, respond to any lost caused by damages such as improper use of applications and configurations, nor respond to any accusation put forward by a third party.

Remarks: TP-LINK Canada Inc. reserves all rights Including interpretation and modification to this warranty policy.