Warranty Policy

ZyXEL warrants that the product is free from any defects in materials or workmanship from the date of purchase. The warranty time period varies per product, for more information, please check [ZyXEL's Warranty page](#).

During the warranty period, should the product have indications of defects in workmanship and/or materials, ZyXEL's RMA centre will repair the product and/or replace the defective components or the defective product without charge on the following terms:

- **DOA (Dead on Arrival):** Fault occurs within thirty days of purchase.
- **IRMA (In Warranty of Return Merchandise Authorisation):** Defect occurs after thirty days of purchase and before the warranty has expired.

1) Obtaining an RMA number

a) A support ticket must be raised before an RMA can be processed. This can be done via two ways:

- Email: support@zyxel.co.uk
- Phoning ZyXEL technical support on 0845 122 0301 and ask for a representative to create a support ticket for you.

b) Once a ticket has been raised, then the RMA request form must be completed.
The form can be completed:

- Online at www.zyxel.co.uk/rmaform
- By emailing: rma@zyxel.co.uk.
- Completed whilst on the phone to our support personnel on +44 (0) 845 122 0301

c) ZyXEL support personnel will check that the RMA request form has been completed with the correct information and contact the customer for more information if needed.

d) Once the form has been verified the customer will receive an RMA number.

2) Package and Delivery

a) Returned products have to be packaged properly to avoid damage during delivery. This is the sole responsibility of the customer. ZyXEL will not hold responsibility for any damage and delivery of the product.

b) DOA products qualify for complete replacement and have to be returned with all accessories and user documentation that were included in the original purchase.

c) IRMA products, only the defective product should be returned. Non-defective accessories of IRMA items (such as power supply, user documentation, or cables) should not be returned. If replacement is required, the supplied item will be either a refurbished unit or a new unit dependant upon availability.

d) The RMA unit must be sent with the RMA number on the outside of the packaging and a copy of the RMA form inside. If the unit is returned without an RMA number the unit will not be accepted.

e) To speed up the repair procedure, please notify our RMA representative by email with information that includes the shipping date, quantity, and tracking number of your delivery.

f) The customer is responsible for the shipping costs to ZyXEL, whilst ZyXEL pays for the shipping of the returned unit to the customer.

g) Returned products need to be sent to:

ZyXEL Service / LetMeRepair
Attention: Billy Mcpherson
1 Langlands Court
Kelvin South Business Park
East Kilbride
G75 0YB
Scotland, UK

3) Repair and Replacement

a) The repair engineer will repair the defect as described by the customer. The product will also be tested to ensure it is in proper working order.

b) If no fault is found customers will be notified. If a customer does not reply within forty eight working hours the product will be processed as NFF (No fault found) and an engineer report will be created with the testing report and the unit will be returned to the customer.

c) If the fault cannot be repaired a replacement will be distributed. If an identical model is not available an equivalent model will be sent in its place.

d) When the product is returned repaired, this will be accompanied with an engineers report with the original fault, findings and repair details.

4) Package and Shipping

a) RMA personnel will properly pack the repaired RMA product along with a maintenance report.

b) The RMA number and quantity will be clearly marked on the package.

c) The customer will receive email notification of the product RMA number, shipping date, and tracking number.

Any further questions about the RMA service can be answered by:
Phone: +44 (0) 845 122 0301 or email: rma@zyxel.co.uk

Consumer products		Business products		
3 Year	5 Year	5 Year	Limited Lifetime *	
ES-105A/E ES-108E GN680-T GS105S V2 GS108S NBG418N/V2 NBG-419N/V2 NWD2105 NWD2205 PLA-407 PLA4201/V2 PLA4211 PLA4231 WAP3205/V2 WRE2205/V2 WRE6505	ES-105A v2 ES-108A v2 GS105B GS108B	POE12-HP v2 All SFP Modules USG 20 USG20W USG210 USG40 USG40W USG 50 USG60 USG60W USG100-PLUS Zywall 110 USG110 USG 200 Zywall 310 USG300 Zywall 1100 USG 1000 OTPv2	NWA1100-N NWA1121-NI,V2 NWA1123-AC NXC2500 NXC5500 UAG4100 NWA3160-N NWA3550-N NWA3560-N RPS300 RPS600-HP SP350E NWA5121-N NWA5121-NI,V2 NWA5123-NI,V2 NWA5301-NJ NWA5560-N EM-422 ES1100-8P v2 ES3500-8PD ES1100-16P v2 GS1100-8HP	GS1100-16 GS1100-24/E GS1900-8HP GS1900-24/E/HP GS1900-48/HP GS1920-24/HP GS1920-48/HP GS2200-8/HP GS2210-24HP GS2210-48/HP GS3700-24/48 MES3500-24/F XGS3600-26F XGS3700-24/HP XGS3700-48/HP XGS-4526 XGS-4528F XGS-4728F XGS4700-48F XS3900-48F XS3900 19" Rackmount Kit