

Warranty information

Limited Warranty

Hauppauge Computer Works, Inc. warrants a Hauppauge hardware product to be free from defects in material and workmanship for a period of 2 years from date of initial retail purchase. We will, at our option, repair or replace a defective product. The limited warranty does not cover any losses or damage that occur as a result of:

- Improper installation
- Misuse or neglect or operation with faulty equipment, including damage due to lightning
- Repair or modification by anyone other than Hauppauge Computer Works or an authorized repair agent

End User Software License Agreement for Hauppauge software

Please [click here to see our End User Software License Agreement](#)

Refunds

Hauppauge products may only be returned to the place of purchase, and are subject to the return policy of the place of purchase.

A product purchased directly from Hauppauge Computer Works may be returned for a refund within 30 days of the original purchase date. Refunds will not be granted after this duration. Returned hardware must include all items from the original package (CD, Cables, carton, etc). in addition to the product. Credit will not be issued for incomplete packages.

Refunds will normally take 5-7 business days to be processed. If the original purchase was made by credit card, your credit card will be refunded the purchase price plus any sales tax. A purchase made by check or money order will have a refund check issued by mail accordingly. Shipping charges and duties are not refundable.

Refunds are not available for software purchases.

Returns

All returns must be authorized by Hauppauge Computer Works before they will be accepted.

In order to send in a defective Hauppauge product for warranty service, you **MUST** contact Hauppauge Computer Works to obtain a Return Material Authorization number (RMA). To obtain an RMA, please contact Tech Support by email techsupport@hauppauge.com or by phone 631-434-3197. Proof of purchase would be required and must fall within the warranty period of 2 years from the purchase date.

Once an RMA# is obtained, you will be given instructions on how to ship the product to Hauppauge Computer Works for service/replacement. All returns must be shipped in a box to avoid damage during shipment, and must have the RMA# assigned to your return clearly marked on the outside of the box. The cost to ship the product back to Hauppauge Computer Works is the responsibility of the customer. Products lost or damaged during transit are not the responsibility of Hauppauge Computer Works. We recommend shipping returns with a trackable shipping method only.

Out of Warranty Service

A product that falls out of the warranty period and requires service may be sent in for repair. An RMA# must first be obtained by contacting Hauppauge Computer technical support (techsupport@hauppauge.com) or by telephone 631-434-3197. Out of warranty products will incur a repair charge of \$35 plus parts plus shipping costs.

Limitation of Liability

HAUPPAUGE SHALL NOT BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, REVENUE OR DATA (WHETHER DIRECT OR INDIRECT) OR COMMERCIAL LOSS FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON YOUR PRODUCT EVEN IF HAUPPAUGE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Some jurisdictions do not allow the exclusion or limitation of special, indirect, incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.