

# TP-Link Warranty Replacement Procedure



## Replacement Procedure

**We don't accept any warranty claims without a case number and purchase receipt.**

**Step 1:** Call Toll-Free hotline. Australia: 1300 875 465/ New Zealand: 0800 875 465.

You will be required to perform troubleshooting with TP-LINK technical staff to receive a case number.

For additional methods of technical assistance, please visit: <http://www.tp-link.com.au/support-contact.html>

**Step 2:** Send Defective product, MyRepublic purchase receipt along with the case number, customer return details including email, mailing address and phone number to TP-LINK Australia Pty Ltd.

- Company Name: TP-LINK Australia Pty Ltd
- Business Address: Unit 4, 9-11 South Street, Rydalmere, NSW, Australia
- [support.anz@tp-link.com](mailto:support.anz@tp-link.com)

### **Example:**

TP-LINK Australia Pty Ltd.  
RMA Department.  
Case Number: 1234  
Unit 4, 9-11 South Street,  
Rydalmere NSW 2116, Australia.

**Step 3:** Once the defective product is received, TP-LINK Australia Pty Ltd or it's distributors will inspect the faulty goods and ship back a replacement. Customers will be informed of a tracking number. (This process is usually performed within 3-5 business day excluding delivery times). The warranty period shall not be extended and is to be calculated from the product's original purchasing date.

### **Warranty Exclusions:**

The limited warranty remains valid provided the product was properly installed and used. The limited warranty does not apply to the following situations:

1. The product is found defective after the warranty period is expired.
2. The defect is caused by misuse, abuse, or unauthorized repair, whether by accident or other cause, or simple negligence.
3. The product has been updated, reworked, modified, or improperly tested by the purchaser or its reseller, end-user, or by a third party other than TP-LINK.
4. The damage or loss is incurred in the transportation of the product.
5. The product is damaged due to a natural disaster, such as lightning, flood, earthquake, etc.
6. The product is that of counterfeit or non-ANZ standard models.
7. Any other cause which is not related to a product defect.

### **Appendix:**

1. Warranty service stated above is only valid for products sold in Australia and New Zealand by authorised resellers and suppliers only. Any other additional warranty service agreed during purchase shall only be effective based on the contract signed by TP-LINK Australia Pty Ltd.
2. Any warranty service made by the suppliers is beyond this warranty policy, TP-LINK Australia Pty Ltd shall not be held liable. Please obtain documents during purchase in order to be honoured by the supplier. The defect is caused by misuse, abuse, or unauthorized repair, whether by accident or other cause, or simple negligence.
3. Any direct or indirect damage that prohibited the product from function normally, TP-LINK Australia Pty Ltd shall only be liable for the duties stipulated by the state law.
4. TP-LINK Australia Pty Ltd shall neither, on any account, respond to any loss 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 Australia Pty Ltd reserves all rights including interpretation and modification to this warranty policy.

TP-Link does not provide international warranty service. Your TP-Link product is only covered by the warranty policy of the country where the product was originally purchased. If you need to ship your product back to the country where you originally purchased the product for warranty services, you will need to pay for both ways of the shipping fees."