

Warranty and Support Information

Thank you for selecting NETGEAR products.

Important!

Please register online.

Please retain proof of purchase and warranty information.

To register your product or to obtain product information and documentation and also have access to customer-only special offers, direct your Web browser to the web page at: <http://www.NETGEAR.com/register>

Please retain the receipt as proof of purchase and write down the information below in case you need to obtain support information.

NETGEAR Product: _____

Date of Purchase: _____

Hardware Serial Number: _____

Customer Number: _____

Hardware Warranty

Subject to the provisions described below, this NETGEAR product is protected for one (1) year against defects in material and workmanship.

Should a product fail to perform as described above within the warranted period, it will be repaired or replaced with the same or functionally equivalent product by NETGEAR, at its discretion, free of charge provided you: (1) return the failed product to a NETGEAR designated repair facility with shipping charge prepaid, and (2) provide NETGEAR with proof of the original date of purchase. Repaired or replacement products will be returned to you with shipping charges prepaid.

Replacement products may be refurbished or contain refurbished materials. If NETGEAR, by its sole determination, is unable to repair or replace the defective product, it will refund the depreciated purchase price of the product. This warranty does not apply if, in the judgement of NETGEAR, the product fails due to damage from shipment, handling, storage, accident, abuse or misuse, or if it has been used or maintained in a manner not conforming to product manual instructions, has been modified in any way, or has had any serial number removed or defaced. Repair by anyone other than NETGEAR or an approved agent will void this warranty. The maximum liability of NETGEAR under this warranty is limited to the purchase price of the product covered by the warranty.

Prior to returning any defective product, the end customer or the reseller from whom the end customer originally purchased the product must obtain a Return Materials Authorization (RMA) number from NETGEAR. All defective products should be returned to NETGEAR with shipping charges prepaid. NETGEAR will not accept collect shipments.

Except as specifically provided in this agreement or as required by law, the warranties and remedies stated above are exclusive and in lieu of all others, oral or written, express or implied. Any and all other warranties, including implied warranties of merchantability, fitness for a particular purpose and noninfringement of third party rights are expressly excluded. NETGEAR shall not under any circumstances be liable to any person for any special, incidental, indirect or consequential damages, including without limitation, damages resulting from use or malfunction of the products, loss of profits or revenues or costs of replacement goods, even if NETGEAR is informed in advance of the possibility of such damages.

NETGEAR Technical Support Services

NETGEAR gets you connected easily, through a wide variety of support services:

- An Online Knowledgebase
- Free E-mail Support
- Escalations Through the Web
- Free 90-day, 24x7 Technical Support
- NETGEAR Premium Networking Support Service

HOW TO OBTAIN SUPPORT

Register Your Product

As a registered owner, you receive 90 days of complimentary support for basic installation. To register, browse to <http://www.NETGEAR.com/register>.

For information about your product, use the Select Product dropdown on www.NETGEAR.com/support/.

Search Our Knowledgebase

Our online knowledgebase is your first resource for troubleshooting and other issues. It has the most up-to-date information on drivers, manuals, and firmware. The frequently asked questions cover most supported issues you will encounter. To search the knowledgebase, browse to www.NETGEAR.com/support/ and enter a product or other query in the search box.

Escalate Through the Web

If knowledgebase articles do not cover your situation, simply fill in the escalation form to submit a question to our technicians. You will be answered on a first come, first serve basis. Most cases are answered in one business day.

E-mail

You may e-mail our technicians at support@netgear.com. For the fastest service include details such as your NETGEAR product, firmware version, network configuration, and operating system, (as listed below).

Standard Phone Support

90-day free technical support is provided for the basic installation of your NETGEAR product. This may consist of hardware and driver installation, basic product configuration, checking the installation, and verifying network connectivity. The complimentary support expires 90 days from the date of purchase. Please have the following information available (as listed below) before calling technical support the first time. See the Regional Customer Support Contacts section for phone numbers.

Information for E-mail and Phone Support

- Customer Number (if applicable)
- E-mail Address
- Product Model
- Purchase Date
- Hardware Serial Number (required)
- Detailed Description of Problem
- RMA or RA Number (if applicable)

Premium Networking Support Service (Fee-Based)

1-800-448-1696

(Available only in the U.S.)

We understand that some of our customers may require advanced support or additional assistance after the first 90 days. To meet these requirements, we offer Premium Networking Support Service. This is an affordably priced option using expert network technicians with advanced networking knowledge. With this service, we provide support for advanced NETGEAR product features as well as non-NETGEAR issues that are not covered under the standard warranty support service. For more information, point your browser to <http://www.netgear.com/support/premium/>.

Examples of Enhanced Services

- Non-NETGEAR Hardware
- Software Applications
- Network Security Applications
- Network Technology
- VPN Configuration
- File and Print Sharing

Defective or Damaged Merchandise

If you suspect you have a defective or damaged product, you must call Technical Support. Have your computer system and the NETGEAR product available prior to contacting Technical Support. Ensure that you also have on-hand the information as requested in the *Information for E-mail and Phone Support* list. Our technicians will help you to troubleshoot the product. If it is so determined that repair is required, a return authorization will be issued. Products sent to NETGEAR without an authorization number will not be processed. NETGEAR will not issue refunds or offer product upgrades.

COMMENT FAIRE APPEL À L'ASSISTANCE TECHNIQUE

Enregistrement de votre produit

En tant qu'utilisateur enregistré, vous bénéficiez d'une assistance gratuite de base à l'installation pendant 90 jours, ainsi que des offres spéciales réservées à nos clients. Pour enregistrer votre produit, allez à l'adresse : <http://www.NETGEAR.com/register>. Une fois que vous aurez enregistré votre produit, un numéro de client vous sera attribué.

Recherche dans notre base de connaissances

Pour résoudre vos problèmes, nous vous conseillons de consulter d'abord notre base de connaissances sur Internet. Nous vous proposons sur notre site Web une vaste base de données, dans laquelle vous trouverez les informations les plus récentes mais aussi des pilotes, des manuels, des firmwares et une foire aux questions. Pour y accéder, allez à l'adresse <http://netgear.com/support/> et choisissez le produit sur lequel vous souhaitez avoir davantage d'informations.

Transmission de questions sur le site Web

Si vous ne trouvez pas d'informations satisfaisantes dans la base de données, remplissez le formulaire de transmission (escalation form) pour envoyer votre question à nos techniciens. Les questions sont traitées dans l'ordre de leur réception. En règle générale, la réponse vous parviendra dans un délai d'un jour ouvrable.

E-mail

Vous pouvez aussi envoyer un message à support@netgear.com. Afin que nos techniciens puissent vous aider efficacement, donnez un maximum de précisions dans votre message. N'oubliez pas de donner les informations ci-dessous :

Assistance téléphonique ordinaire

Vous bénéficiez d'une assistance technique gratuite de 90 jours pour l'installation de base de votre produit NETGEAR : installation du matériel et du pilote, configuration de base du produit, vérification de l'installation et de la connexion au réseau. La période de gratuité de l'assistance s'achève 90 jours après la date d'achat. Munissez-vous des informations indiquées ci-dessous avant d'appeler l'assistance technique. Pour contacter le service local, reportez-vous à la liste des numéros d'appel de l'assistance téléphonique.

Informations à fournir pour l'assistance par courrier électronique et par téléphone

- Numéro de client
- Adresse électronique
- Modèle du produit
- Date d'achat
- Numéro de série du matériel
- Description détaillée du problème/question
- Numéro d'autorisation de retour (le cas échéant)

Produits défectueux ou endommagés

Si vous pensez que votre produit est défectueux ou endommagé, appelez impérativement notre service d'assistance à la clientèle. Ayez votre ordinateur et le produit NETGEAR sous la main à moment d'appeler notre assistance clientèle. Munissez-vous également des informations demandées à la page précédente. Nos techniciens feront de leur mieux pour vous dépanner. S'ils estiment que le produit a besoin d'être réparé, ils vous transmettront une autorisation de retour. Attention : Les produits envoyés à NETGEAR sans numéro d'autorisation ne seront pas traités. NETGEAR ne rembourse pas ses produits et ne fournit pas de mises à niveau gratuites.

Regional Customer Support Contacts

All countries 1 408 367 7802
Argentina 0800 666 9838
Australia 1300 361 254
Austria 0820 555 644
Belgium 078 15 06 73
Brazil 0800 761 0021
Canada 1 888 NETGEAR
Chile 800 472001
China 800 830 3815
Denmark 80 702 666
Finland 020 792 8590
France 0820 887 177

Germany 0180 590 59 59
Hong Kong 800 964 605
Hungary 06 80012857
India 1800 425 4327
Ireland 1800 453019
Italy 02 39607175
Japan 0120 921 080
Korea 080 638 4327
Malaysia 1800 880 023
Mexico 1800 123 1786
Netherlands 020 568 2987
New Zealand 0800 174 600

Norway 80 018 500
Poland 00800 35 31 284
Russia 810 800 20931032
Singapore 8006011369
Spain 900995462
Sweden 0770 930 033
Switzerland 0848 000 195
Thailand 1800 060 013
United Kingdom 0870 112 1206
United States 1 888 NETGEAR

NETGEAR®

©2008 NETGEAR, Inc., the NETGEAR logo, Connect with Innovation, Everybody's connecting, FrontView, the Gear Guy logo, IntelliFi, ProSafe, ReadyNAS, RAIDar, RAIDiator, RangeMax, X-RAID, and Smart Wizard are trademarks of NETGEAR, Inc. and/or its subsidiaries in the United States and/or other countries. Microsoft and Windows are trademarks of Microsoft Corporation in the United States and/or other countries. Other brand and product names are trademarks or registered trademarks of their respective holders. Information is subject to change without notice. All rights reserved.

February 2008



206-10012-05