

Warranty

Buffalo products come with a 2-year limited warranty from the date of purchase. For Wireless products and Business Nas (TeraStations) we offer a 3-years limited warranty from the date of purchase. Buffalo Technology warrants in good operating condition for the warranty period. This warranty does not include non-Buffalo Technology installed components. If the Buffalo product malfunctions during the warranty period, Buffalo Technology will, at its discretion, repair or replace the product at no charge, provided the product has not been subjected to misuse, abuse or non-Buffalo Technology authorized alterations, modifications or repairs. When returning a product, include your original proof of purchase. Return requests cannot be processed without proof of purchase. Shipment of returned product to Buffalo Technology is the responsibility of the purchaser. All expressed and implied warranties for the Buffalo product line including, but not limited to, the warranties of merchantability and fitness for a particular purpose, are limited in duration to the above period.

Under no circumstances shall Buffalo Technology be liable in any way to the user for damages, including any lost profits, lost savings or other incidental or consequential damages arising out of the use of, or inability to use, the Buffalo products. Buffalo Technology reserves the right to revise or update its products, software, or documentation without obligation to notify any individual or entity.

Technical Support and firmware upgrades for Buffalo Technology products are restricted to the country/region of purchase.

Please refer to the Buffalo Technical Support Information received with your product purchase.

Important Notice

Please have your proof of purchase receipt to get warranty support. All defective products shall be returned with a copy of proof of purchase. In no event shall Buffalo Technology's liability exceed the price paid for the product from direct, indirect, special, incidental, or consequential damages resulting from the use of the product, its accompanying software, or its documentation. Buffalo Technology does not offer refunds for any product.

All rights reserved. Buffalo devices are designed for home or office use. Buffalo cannot be made liable for any damages, loss of data or damage following thereof (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or other pecuniary loss) arising out of the use of or inability to use this Buffalo product, even if Buffalo has been advised of the possibility of such damages.

We reserve the right to upgrade our products in keeping with technological advances.

*To protect against **power surges** and power outages, we strongly recommend that you use power surge protection and UPS solutions suitable for your situation.*

*Good IT practice suggests that you **back up your data** and store the backed-up data in a secure place, called vaulting, which assumes that an organization's computer files are copied regularly on some type of removable medium, such as magnetic tape, CD or hard disk, and then delivered to an off-site location for safekeeping. The timing and extent of backups can vary (from continuous real time to once a day or once a week), depending on the organization's needs.*

Buffalo warrants your product against any defect in material and workmanship, under normal use, for the designated warranty period. The warranty becomes effective from the date of shipment. In the event this product is found to be defective within the warranty period, Buffalo will, at its discretion, repair or replace the defective product.

This warranty is void if:

- The product was operated/stored in abnormal use or maintenance conditions;
- The product is repaired, modified or altered
- The product was subjected to abuse, neglect, electrical fault, improper packaging, accident or acts of nature;
- The product was installed improperly;
- The serial number of the product is defaced or missing;
- The tamper seal on the casing is broken.
- The product is upgraded with firmware not applicable to region of purchase.

For storage products: Under various circumstances, such as damage from extreme conditions like floods, power fluctuations, damage caused during the installation of the drive, damage caused by improper or improperly used packaging, or physical misuse or abuse, the data on a disk drive may be inaccessible through normal operations. However, the data may be recoverable through extraordinary means offered through a specialized data recovery service.

Buffalo does not perform any data recovery services. If you are unable to access data on your drive due to damage such as that mentioned above, you may wish to consider contacting an independent data recovery service.

For further questions, please [contact](#) our technical support staff.