

# Hardware Limited Warranty

The Limited Warranty is a voluntary manufacturer's warranty. It provides rights separate to rights provided by statutory law. Those statutory rights are not restricted by this Limited Warranty. As such, the Limited Warranty benefits are in addition to, and not instead of, your statutory rights. If a router is defective you may have statutory rights, in particular repair or replacement of the defective router, or alternatively, in some cases, a price reduction or the right to cancel the contract and make a claim for damages or expenses.

**What does this warranty cover and how long does it last?** Google warrants that the router will be free from defects in materials and workmanship under normal use as described in the published product documentation for one year from the date of original purchase by you anywhere in the United Kingdom ("Limited Warranty").

**What is not covered by this warranty?** This Limited Warranty is only valid and enforceable in the United Kingdom and will apply only if you have purchased your router from Google or its authorised resellers. This Limited Warranty can be redeemed anywhere in the United Kingdom where the router is offered for sale. This Limited Warranty only applies to hardware components (and not to any software elements) of the router and does not apply to damage caused by: (1) normal wear and tear; (2) accidents; (3) misuse (including failure to follow product documentation); (4) neglect; (5) disassembly; (6) alterations and (7) external causes, such as, but not limited to, water damage, exposure to sharp objects, exposure to excessive force, anomalies in the electrical current supplied to the device and extreme thermal or environmental conditions. This Limited Warranty does not guarantee that use of the router will be uninterrupted or error-free.

**What will Google do? (THIS IS YOUR EXCLUSIVE REMEDY UNDER THE LIMITED WARRANTY.)** If a defect covered by this Limited Warranty arises and you return your router during the one-year Limited Warranty period, Google will replace your router with a new or refurbished router functionally at least equivalent to yours. If Google replaces the router, the replaced router will continue to be warranted for the remaining time of the original warranty period. All returned parts for which you have received a replacement will become the property of Google. Nothing in this Limited Warranty will reduce or otherwise affect your statutory rights in relation to the router.

**How do you make a claim?** To make a claim under the Limited Warranty, please contact Google Wifi support at <https://support.google.com/wifi/answer/6270180>. We'll need your name, contact information and the serial number on the bottom of your router. You will need to provide proof of purchase to initiate the warranty claim. Please refer to the Privacy Policy for more information on how we handle that data: [google.com/privacy](https://google.com/privacy).

**Other limitations.** No employee or representative of Google or its affiliates or any third party is authorised to make any modification, extension or addition to this Limited Warranty. If any term of this Limited Warranty is held to be illegal or unenforceable, the remaining terms of this Limited Warranty will remain in full force and effect.

This Limited Warranty is given by Google Inc., whose registered address is at 1600 Amphitheatre Parkway, Mountain View, CA, USA, 94043, and it gives you specific legal rights.

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.