

Terms and conditions of all warranty claim to Zyxel Thailand

1. Warranty Period

Zyxel offers a standard warranty period of 24 months for consumer, Telco product and 36 months for commercial product from date of purchase to end customers. To offer the full warranty service in the promised lead time and conditions, the "Customer" is advised to provide proof of the purchase by invoice from their dealer. Warranty service by Zyxel does not extend or renew the warranty period of the product unless local regulations require this. This warranty service serves only to the original purchasing Customer of the Product and may not be transferred to any other party. As used herein, a "Customer" is defined as the individual end-user who is not a distributor, reseller or retailer, but purchases the Products for his/her own use. The warranty period does not renew when the device is resold onto a second end-user. Special warranty conditions offered by local Zyxel organization are only valid in the respective area and will not have the influence of warranty terms and conditions in other sales areas.

2. Warranty claim conditions

2.1 Zyxel accepts warranty claims only if the customer has registered the device with the service or hand over a copy of the purchase invoice to receive standard warranty.

2.2 This warranty does not apply if (for)

2.2.1 The hardware has been altered, except by Zyxel (Thailand) or its authorized representative, has not been installed, operated, repaired, or maintained in accordance with instructions supplied by Zyxel (Thailand),

2.2.2 The device has been subjected to abnormal physical or electrical stress, abnormal environmental conditions, misuse, negligence, or accident; or is licensed for beta, evaluation, testing or demonstration purposes,

2.2.3 The warranty period is expired,

2.2.4 The serial number label is missing or unrecognizable,

2.2.5 The product has been modified or repaired by any unauthorized service center or personnel,

2.2.6 The defect was subject to abuse, improper use not conforming to product manual instructions, or environment conditions more severe than those specified in the manual and specification,

2.2.7 The defect was subject to Force Majeure, such as acts of God, flood, lightning, earthquake, war, vandalism, theft, brownouts or sags (damage due to low voltage disturbances).

2.3 Damages during transport, visible on the cargo box (ex. Carton or housing is impacted) are not covered by Zyxel warranty.

2.4 Dead on Arrival Policy, Zyxel will treat all defects covered by our warranty policy as DOA within 30 days after purchasing the product from an official dealer. If the customer chooses to contact the Zyxel RMA department, Zyxel will process the claim as DOA with an advanced swap service of the product. To prove that the device is dead on arrival, the customer needs to get a confirmation from the Zyxel Support team about the defect and provide the purchase invoice. DOA products qualify for complete replacement and have to be returned with all accessories and user documentation that were included in the original purchase

2.5 Zyxel is allowed to update or revise the device during the repair process, to guarantee the device is on latest release versions. Customers cannot legally claim this update.

2.6 Zyxel will not be liable in any way for the loss of data stored on Zyxel products and any damage caused by this.

2.7 All other Zyxel devices purchased from January 1, 2016 to July 31, 2021 will follow as below.

- The consumer product end of the warranty period is July 31, 2023
- The commercial product end of the warranty period is July 31, 2024

* For products announced EOL before August 1, 2021, The customers can check the warranty from the EOL letter at www.zyxel.com/th

Repair and Replacement

Warranty and out of warranty service should be obtained by contacting the system integrator/dealer/retailer/distributor where the customer purchased the product, or users can contact Zyxel customer service center to apply for repair service.

The repair engineer will repair the defect as described by the customer. The product will also be tested to ensure it is in proper working order. When the product is returned repaired, this will be accompanied with an engineer's report with the original fault, findings and repair details.

The customer is responsible for the shipping costs to Zyxel, whilst Zyxel pays for the shipping of the returned unit to the customer.

Note - Zyxel replacement parts used in Hardware replacement may be new or equivalent to new.

The time period for checking consumer product within 15 working days and commercial/telco product within 30 working days.

Zyxel reserves the right to make adjustments and/or changes to this warranty policy from time to time without notice.