

Warranty & RMA Policy

Dear Customers,

Thank you very much for purchasing TP-Link products. In order to protect your rights and interests, please read the following Warranty Policy carefully.

- [Limited Lifetime Warranty on Professional Line Products](#)
- [3-year warranty on Vigī NVRs and SOHO Products](#)
- [2-year warranty on accessories and Vigī Cameras](#)
- [Warranty & replacement conditions](#)
- [Replacement procedure](#)

These warranty and RMA conditions only apply to first-time buyers. A first-time buyer is the person who bought the product for private or business use, and not for the purpose of reselling or otherwise providing it to third parties. The applicable warranty begins on the date of purchase and is valid if the first purchaser owns the device and can provide proof of purchase by presenting the original sales receipt showing the original purchase date.

Limited Lifetime Warranty on Professional Line Products

TP-Link is committed to producing high-Performance products meeting the high-quality requirements for business-class networks. To prove that TP-Link products are reliable, TP-Link Hellas offers the original purchaser a limited lifetime warranty on Professional Line Products purchased on or after March 1, 2013. All Professional Line products purchased before this date retain their original warranty.

a. Products covered

All TP-Link Professional Line products come with limited lifetime warranty, including all SMB Routers, Switches, Gbics/SFP-Module and Media Converters. Fans and internal power supplies are not covered under limited lifetime warranty. They will continue with their existing warranties of 5 years.

Limited lifetime warranty applies to:

Business WLAN	Omada Controller
	EAP-Series
Business Switch	L2-& L3 Managed Switch
	Smart Switch
	Easy Smart Switch
	Unmanaged Switch

Business Router	Omada VPN Router
	Load-Balance-Router

b. Warranty Period

Limited Lifetime Warranty applies to all products of the Professional Line that were purchased in Greece on or after March 1, 2013. All Professional Line products purchased before this date retain their original warranty.

3-year warranty on Vigì NVRs and SOHO Products

TP-Link Hellas provides 3-Year Warranty on SOHO class products. The Warranty covers the main device, antenna and external power supplies.

3-year warranty on Vigì NVRs and SOHO Products:

Vigi NVRs	Vigi Network Video Recorders	
WLAN SOHO Product	Wi-Fi-Router	
	Whole-Home Wi-Fi	
	Access point	
	Range Extender	
	WLAN- network adapter	
3G/4G-Products	3G/4G-Router	
	3G/4G-Gateway	
	Mobile LTE-WLAN-Router	
Powerline-Products	Powerline-Adapter	
	WLAN-Powerline-Adapter	
SOHO-Switches	Unmanaged Desktop-Switches with plastic case (including LiteWave LS105G and LS108G)	
DSL-Router	WLAN-DSL-Router	
Vigi NVRs		
Vigi NVR		
NVR4032H	NVR1008H-8MP	NVR1104H-4P

NVR1016H	NVR1008H	NVR1004H-4P
WLAN SOHO Products		
Wi-Fi Router		
Archer AX12	Archer AX23	Archer AX55
Archer AX55 Pro	Archer AX73	Archer AX6000
Archer BE800	Archer BE900	Archer BE550
Archer GX90	Archer AX11000	Archer C60
Archer C50	Archer C6	TL-WR841N
TL-WR802N	TL-WR902AC	
Whole-Home Wi-Fi		
Deco E4	Deco M4	Deco M5
Deco P9	Deco S7	Deco M9 Plus
Deco X10	Deco PX50	Deco X50
Deco X50-Outdoor	Deco X60	Deco XE75 Pro
Deco X10	Deco PX50	Deco X50
Deco X50-Outdoor	Deco X60	Deco XE75 Pro
Deco X20-4G	Deco X50-4G	Deco X50-5G
Deco BE65		
Access points		
TL-WA801N	TL-WA1201	TL-WA1801
TL-WA801ND	TL-WA901ND V4	
Range Extender		
RE700X	RE500X	RE505X
RE600X	RE605X	RE315
RE305	RE200	RE650

RE350	RE205	TL-WA850RE
RE360	RE210	TL-WA854RE
RE365	RE220	TL-WA855RE
RE450	RE300	TL-WA860RE
WLAN- network adapter		
Archer T3U Nano	Archer T600U Nano	Archer T2UB Nano
Archer TX20U Nano	Archer T3U Plus	Archer TX20U Plus
Archer TX20U	Archer T5E	Archer T6E
Archer TBE550E	Archer TX50E	Archer TX20E
UB500	UB400	UB4A
Archer T1U	Archer T4E	Archer T4UH
Archer T2U	Archer T6E	Archer T9UH
Archer T2U Nano	Archer T9E	Archer TX3000E
Archer T2U Plus	TL-WDN4800	TL-WN725N
Archer T2UH	TL-WN851ND	TL-WN822N
Archer T3U	TL-WN881ND	TL-WN823N
Archer T4U V2		
TG-3468		
TG-3269		
TF-3239DL		
3G/4G-Product		
3G/4G-Router		
TL-MR3040	TL-MR3020	TL-MR3420
TL-MR3220		
3G/4G-Gateway		
Archer MR200	Archer MR600	TL-MR6400

Archer MR400	TL-MR6500v	Archer MR500
Mobile LTE-WLAN-Router (2 years warranty for the battery)		
M7650	M7350	M7200
M7450	M7300	
Powerline-Products		
Powerline-Adapter		
TL-PA9020P KIT	TL-PA8010P KIT	TL-PA8010 KIT
TL-PA9020 KIT	TL-PA8033P KIT	TL-PA8010P KIT
TL-PA7010 KIT	TL-PA7017 KIT	TL-PA8030P KIT
TL-PA7010P KIT	TL-PA7020 KIT	TL-PA7020P KIT
TL-PA4010 KIT	TL-PA711 KIT	TL-PA717 KIT
TL-PA4016P KIT	TL-PA4020P KIT	TL-PA4022P KIT
WLAN-Powerline-Adapter		
TL-WPA7510 KIT	TL-WPA4220 KIT	TL-WPA8630 KIT
TL-WPA8730 KIT	TL-WPA4220	TL-WPA8630P KIT
TL-WPA4530 KIT	TL-WPA4220T KIT	TL-WPA9610 KIT
TL-WPA8630 KIT	TL-WPA4226 KIT	TL-WPA281 KIT
TL-WPA8630P	TL-WPA8630P KIT	
SOHO-Switches		
Unmanaged Desktop-Switch with plastic case, including LiteWave LS105G and LS108G)		
TL-SG1008D	TL-SG1005D	TL-SF1016D
TL-SF1008D	TL-SF1005D	LS105G
LS108G	LS1005G	LS1005

LS1008	LS1008G	
DSL-Router		
WLAN-DSL-Router		
Archer VR2800	TD-W9970	Archer D2
Archer VR2600	TD-W9960	Archer D20
Archer VR900		Archer D50
Archer VR600		TD-W8960N
Archer VR400		TD-W8961N
		TD-W8968

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2 year warranty on accessories

TP-Link grants a 2-year warranty on the following product groups from the date of purchase. The guarantee relates to the actual product, the antennas and external power supplies.

2 year warranty on Vigì Cameras, Smart Home and accessories:

Vigì Cameras	Vigì Cameras series
Smart Home	Smart plugs, smart cameras, cloud cameras, smart light bulbs
SOHO accessories	USB and Bluetooth adapters
	USB hubs, USB to LAN converter, USB charging station, USB car charger and USB cable
B2B Accessories	POE injector and splitter, WDM Fast Ethernet media converter Gigabit and Fast Ethernet media converter
	SFP + and SFP modules, SFP + LC transceivers, SFP + cables, GBIC modules, rackmount housing accessories
	POE adapter kit and power supply
Outdoor WLAN	Outdoor-CPE, Omada Bridge KIT, EAP-Outdoor

Warranty & replacement conditions

TP-Link Hellas warrants that products under normal use are free from defects in materials and workmanship during the warranty period. The end user can claim warranty if the product was bought in Greece region, if he is the original buyer and can provide original proof of purchase. Replacement products can be refurbished products or can include refurbished parts. Per TP-Link warranty, a product that fails will be replaced with the same model. In case a product fails after it has been discontinued, TP-Link Hellas reserves the right to replace it with another model that has materially the same, or better, characteristics and qualities or to refund the original price.

Conditions that Disqualify Product from Warranty

- Damage to the product caused by misuse, improper installation or maintenance by third parties or interventions by someone other than TP-Link, including somebody authorized by TP-Link.
- Damage caused by installation, use, or maintenance that does not follow the instructions in the product manual.
- In the event of damage due to transport or improper storage (e.g. at too high or too low temperatures)
- Damage caused by defective software or viruses.
- Damage caused by any natural disaster such as fire, flood, thunder strikes, earthquakes, etc or other causes for which TP-Link is not responsible.
- Damage to other devices that have been used with the product but are not part of the product.
- If the serial number of the affected product has been removed or made unrecognizable.
- In the event of damage, the customer relies solely on statements by third parties, for example in advertising brochures or during a sales talk, which do not correspond with statements by TP-Link.

Replacement procedure

Through the purchase store

If you are experiencing product defects within the warranty period, please contact the online/retail store where you originally purchased the product from to ensure expedient replacement.

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.

TP-Link Hellas Declares that the guarantee only applies to products sold through TP-Link's official Greek distribution network.