

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 Vigì NVRs and SOHO Products](#)
- [2-year warranty on accessories and Vigì 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 proof 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:

Vigì NVRs	Vigì 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

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 Vigi Cameras, Smart Home and accessories:

Vigi Cameras	Vigi 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

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[Vigi Cameras](#)

Dome	Bullet	Turret	Pan & Tilt
C230	C340	C440	C540V
C240	C340-W	C430	C540
	C330		C540-W

[Smart-Home](#)

Smart plugs	Smart cameras	Smart light bulbs	Smart Hubs	Smart Switches, Buttons and Sensors
Tapo P110M	Tapo C660 KIT	Tapo L535E	Tapo H500	Tapo S112
Tapo P100M	Tapo C610 KIT	Tapo L430C	Tapo H200	Tapo S200B
Tapo P110	Tapo C560WS	Tapo L630	Tapo H110	Tapo S200D

Tapo P100	Tapo C201	Tapo L610	Tapo H100	Tapo S220
Tapo P300	Tapo C200	Tapo L930-5		Tapo S210
	Tapo C246D	Tapo L920-5		Tapo T315
	Tapo C260	Tapo L910-5		Tapo T310
	Tapo C425 KIT	Tapo L530E		Tapo T110
	Tapo C410 KIT	Tapo L520E		Tapo T100

[SOHO-Accessories](#)

Bluetooth-Adapter	Bluetooth music receivers			
UB500	HA100			
UB400				
UB4A				
Archer T2UB Nano				
USB-Hub	USB to LAN converter	USB C Converter		
UH720	UE330	UH3020		
UH700	UE300	UH9120C		
UH400	UE200	UH6120C		

[B2B Accessories](#)

PoE-Splitter	PoE-injector	Gigabit Ethernet media converter	WDM Fast Ethernet media converter	Fast Ethernet media converter
TL-POE10R	TL-POE150S	MC200CM	MC111CS	MC100CM
		MC210CS	MC112CS	MC110CS
		MC220L		

SFP+/SFP-Module	SFP+-LC-Transceiver	SFP+-cable	GBIC-Module	Rackmount case and accessories
TL-SM321A	TXM431-LR	TXC432-CU1M	TL-MCRP100	TL-MC1400
TL-SM321B	TXM431-SR	TXC432-CU3M	PSM150-AC	RPS2
TX432			TL-SM311LM	
			TL-SM311LS	
POE-Adapter-Kit	power supply			
TL-POE200	RPS150			

[Outdoor WLAN](#)

Outdoor-CPE	Omada Bridge KIT	EAP-Outdoor
CPE710	EAP215-Bridge KIT	EAP225 - Outdoor
CPE510	EAP211-Bridge KIT	EAP110 - Outdoor
CPE610		
CPE605		
CPE510		
CPE210		

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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.