

Manufacturer's Warranty

We, FRITZ! GmbH, Alt-Moabit 95, 10559 Berlin, as manufacturer of this original product, offer 5 years warranty on defects to the product which are demonstrably due to faults in materials or manufacturing. Your legal rights in the case of defects, which can be claimed without costs according to applicable law, are not restricted by this warranty.

The warranty period begins with the date of purchase by the first end user. Compliance with the warranty period must be proven by submission of the original invoice of the first end consumer or comparable documents as well as the return of the product in question. In order to return your product, our Support team will send you a link to an "RMA form". After filling out this form you will receive an RMA number authorizing you to return the product to us. This RMA number must be clearly visible and easy to read on the outside of the package, and sufficient postage must be attached (insured shipping is recommended). The product must be dispatched within 14 days after the RMA number has been issued. The package is to be returned without the original box and accessories, packed carefully and secured for transportation. FRITZ! accepts no liability for any damage during transport. Returns without an RMA number, packages sent freight collect or without sufficient postage, and packages without an invoice will not be processed and sent back to the sender; in such cases we reserve the right to charge a processing fee of up to 35 €.

Within the warranty period, we will remove reported defects to the product hardware which are demonstrably due to faults in materials or manufacturing. Our warranty does not cover defects which occur due to incorrect installation, improper use, non-observance of instructions in the user manual, normal wear and tear, or defects in the environment of the system (third-party hardware or software). In this case we reserve the right to return such devices without processing and will charge you a processing fee of 35 €.

We may, at our discretion, repair or replace the defective product. FRITZ! bears the costs for returning the repaired or exchanged product. Claims other than the right to the removal of defects which is mentioned in these terms of warranty are not constituted. We guarantee that the software conforms with general specifications, not, however, that the software meets your individual requirements. Shipping costs will not be reimbursed. Products to be exchanged due to a warranty claim are transferred to our ownership upon provision of the replacement product. Claims recognized under warranty entail neither an extension nor a recommencement of the warranty period. If we reject a warranty claim, this claim lapses no later than six months after being rejected by us. All claims from or in association with this warranty shall be governed by German substantive law, to the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG).