

Consumer Hardware Limited Warranty—This Limited Warranty applies only if you are a consumer and purchased your Xfinity Storm-Ready WiFi device and Battery Backup (“Product”) in the United States from Xfinity or its authorized resellers.

What does this warranty cover and how long does it last? Xfinity warrants that (i) a *new* Product (including any ancillary parts that may be packaged with it) will be free from defects in materials and workmanship under normal use in accordance with the Product’s published user documentation for one (1) year from the date of original retail purchase by you or (ii) a *pre-owned* Product (including any ancillary parts that may be packaged with it) will be free from defects in materials and workmanship under normal use in accordance with the Product’s published user documentation for ninety (90) days from the date of original retail purchase by you. To request repair or replacement, you must notify Xfinity within the applicable warranty period by following the instructions available [here](#). The Storm-Ready WiFi device and Battery Backup are sold together but packaged separately. Both must be returned together in order to receive a replacement. If Xfinity repairs or replaces your Product, the repaired or replaced Product 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 Xfinity. Repair or replacement may result in loss of data. Nothing in this Limited Warranty will reduce or otherwise affect your statutory rights in relation to your Product. Some states, provinces or territories do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

What does this warranty not cover? This Limited Warranty is only valid and enforceable in locations where the Product is sold and will apply only if you purchased the Product from Xfinity or its authorized resellers. This Limited Warranty only applies to hardware components (and not any software elements) of the Product, and this Limited Warranty 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; (7) servicing other than by Xfinity-authorized technicians; and (8) external causes such as, but not limited to: water damage, exposure to excessive force, anomalies in the electrical current supplied to the Product, and extreme thermal or environmental conditions. This Limited Warranty does not guarantee that use of the Product will be uninterrupted or error-free. Some states, provinces or territories do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This Limited Warranty is void if either the Storm-Ready WiFi device or the Battery Backup is disassembled, tampered with, and/or modified in any way.