Limited Warranty

TiVo Bridge
One (1) Year Product Exchange

Who is covered?
You must have proof of purchase to receive warranty service. A sales receipt or other document showing that you purchased the TiVo Bridge is considered proof of purchase.

What is covered?
The TiVo Bridge is manufactured from parts and components that are new or equivalent to new in accordance with industry-standard practices. TiVo warrants that the TiVo Bridge will be free from defects in materials and workmanship during the one (1)-year period commencing from the date on which you purchased the TiVo Bridge (the "Limited Warranty Period").

During the Limited Warranty Period, the TiVo Bridge will be replaced with a new, refurbished or comparable product (whichever is deemed appropriate by TiVo) if the TiVo Bridge becomes defective or inoperative. This exchange is done without charge to you (except applicable taxes, if any). For exchanges permitted during the Limited Warranty Period, you will be responsible for the payment of all shipping costs.

If (for any reason) you desire to exchange your TiVo Bridge after the expiration of the Limited Warranty Period, then you will be responsible for the payment of (i) the replacement product and (ii) all shipping costs.

To obtain your costs for any type of permissible exchange of your TiVo Bridge, please contact TiVo Customer Support at 877-367-8486.

Exchanging your TiVo Bridge for a replacement product does not restart or extend the Limited Warranty Period, which continues to be calculated from the purchase date of your original TiVo Bridge. Therefore, when the warranty on your original TiVo Bridge expires, the warranty on the replacement product similarly expires on that same date.

What is excluded?
Your warranty does not cover:

- Labor charges for installation or setup of the TiVo Bridge.
- Any taxes imposed on TiVo for TiVo Bridge units replaced under this warranty.
- Installation, performance of, or repair of: audio/video cabling, telephone line, or accessory attachments used with the TiVo Bridge.
- Replacement of the TiVo Bridge because of misuse, accident, lightning damage, unauthorized repair, or any other cause not within the control of TiVo. Please note that removing the cover of the TiVo
Bridge for any reason voids the warranty.

- Reception transmission problems caused by signal conditions, telephone line, or cable or antenna systems outside the TiVo Bridge unit.
- Damages to, or viruses that may infect, the TiVo Bridge or other devices arising from the use of unauthorized third-party devices in connection with the TiVo Bridge.
- Incidental, indirect or consequential damages resulting from the TiVo Bridge. (Some states do not allow the exclusion of incidental, indirect or consequential damages, so the above exclusion may not apply to you.)
- Damages resulting from or relating to a modification or adaptation that has been made to a TiVo Bridge to enable it to operate in any country other than the country for which it was designed.
- A TiVo Bridge used for commercial or institutional purposes.
- Access connections (telephone or broadband), including charges from your communications provider.

Make sure you keep…

Please maintain in a safe and accessible place your sales receipt or other document showing proof of purchase of the TiVo Bridge. Also keep the original box and packing material in case you need to return your TiVo Bridge.

Before requesting service…

Please check the Troubleshooting advice found at tivo.com/support before calling TiVo Customer Support. Following the troubleshooting tips contained therein may save you a call to Customer Support.

To get warranty service…

If you believe you need service for your TiVo Bridge, contact TiVo Customer Support at tivo.com/support or 877-367-8486. A representative will go through a diagnostic checklist with you. If it is determined that the TiVo Bridge needs to be exchanged, you will receive a return authorization number. The representative will give you complete shipping details.

To get out-of-warranty service…

To obtain out-of-warranty service, contact TiVo Customer Support (at tivo.com/support or 877-367-8486), where a representative will advise you about the costs you will incur for an out-of-warranty exchange of your TiVo Bridge.
Remember…

Record the model and service numbers found on the TiVo Bridge below:

MODEL #

SERVICE #

Any implied warranties, including implied warranties of merchantability and fitness for a particular purpose, are limited in duration to the duration of the Limited Warranty Period. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights. You may have other rights which vary from state to state (or jurisdiction to jurisdiction). TiVo’s responsibility for malfunctions and defects in a TiVo Bridge is limited to replacement as set forth in this limited warranty. All express and implied warranties for the TiVo Bridge, including but not limited to any implied warranties of (and all conditions of) merchantability and fitness for a particular purpose, are limited in duration to the limited warranty period defined above, and no warranties, whether express or implied, will apply after such period. Some states (or jurisdictions) do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

TiVo does not accept liability beyond the remedies set forth in this limited warranty, and TiVo does not accept liability for incidental, indirect or consequential damages, including without limitation any liability for products not being available for use or for lost data. Some states do not allow the exclusion of incidental, indirect or consequential damages, so the above exclusion may not apply to you. This warranty gives you specific legal rights, and you also may have other rights which vary from state to state (or jurisdiction to jurisdiction).