We apologize for any difficulties you have had with your TiVo product. The Exchange Program has been established as the quickest possible way for you to receive a replacement for your malfunctioning TiVo product.

Exchange Policies

- Please consult your owners manual and service agreement for terms and conditions of your warranty.

- If you are within warranty, as defined in the "warranty" section of your owners manual and service agreement, and you exchange the product within 90 days of the original purchase, there is no cost to you.

- You are responsible for shipping your malfunctioning product back to TiVo. In return, your replacement product will be shipped to you free of charge.

Warranty Coverage

- **Within 90 days** — No cost

- **90+ days, less than 1 year or within service contract** — Current labor fee + applicable sales taxes

- **1 year+, out of warranty or outside of service contract** — Current labor fee + parts fee + applicable taxes

Note: Please consult email sent from TiVo Customer Support after RMA issuance for your exact cost.

Exchange Steps

Note: You may only exchange your product after troubleshooting your problem with Customer Support and obtaining a valid RMA Number.

- Carefully pack only the malfunctioning product in the original box or suitable alternative. If returning a DVR, DO NOT include the power cord, your remote, manual or any accessories. Read our Packing Tips below. You, as the shipper, are responsible for packages that are lost or damaged in transit. We recommend, for your own protection, that you insure your package and send it via a trackable method.

- If you are returning a DVR that uses CableCARDs, make sure you also remove them from the slots before packing the DVR.

- Put the completed Exchange Form or a copy of your Exchange Authorization Confirmation e-mail in an envelope. Label the envelope “Exchange Documents Enclosed” and place this envelope inside the box on top of the product.

- Clearly write your Exchange Number on the outside of the box. Seal the box with packaging tape and return the product, insured and freight prepaid, to:
  
  TiVo RMA Center
After we have received your malfunctioning product, you should receive your replacement product within 7-10 business days. Note: Actual transit time may vary based on your location, weather, shipping conditions, etc.

Click here for the Exchange Form

**DVR Packing Tips**

These Packing Tips have been created to help you pack and ship your DVR the best and safest way possible. Your DVR contains hard drive mechanisms and therefore should be considered "shock sensitive". TiVo is not responsible for damage to the DVR that occurs en route if the damage is determined to be a result of improper packaging. Incorrectly or inadequately packaged DVRs that show signs of shipping damage may be subject to Out of Warranty replacement charges, regardless of warranty status.

**DO:**

- Ship the DVR in the original, factory designed packing materials and container. If the original container is not available, use a box of at least 12 x 25 x 20 inches in order to accommodate the DVR and packing materials.

- Wrap the DVR in "bubble wrap" so that all sides are covered with at least 3 inches of the wrap. We have found that wrap with 1 inch diameter bubbles works best. Completely fill any extra space in the container with foam peanuts.

- For your own protection, we recommend that your shipment be insured and shipped via a method that allows you to track and confirm the delivery. UPS or USPS Priority (with Delivery Confirmation) are examples which have proven reliability. TiVo is not responsible for packages that are lost or damaged in transit.

**DO NOT:**

- DO NOT include your remote control, user documentation, cables, network adapter, or any other accessories.

- DO NOT include your CableCARDs if you are returning a DVR that uses these cards.

- DO NOT pack the DVR in foam peanuts only! These will compress and break up during shipment and cause the DVR to float loosely in the box. Foam peanuts should be used only as filler after wrapping the DVR in bubble wrap.

- DO NOT use crumpled newspaper as filler.