

IMPORTANT NOTE

PLEASE READ AND RETAIN

By returning the completed claim form, you are confirming your acceptance of the terms and conditions contained in the Belkin Connected Equipment Warranty (CEW) and that this claim will be handled based on these statutes.

- The surge protector and completed claim form must be returned TOGETHER using the address label provided (this is NOT a pre-paid label).
- If claiming against more than one surge protector, a SEPARATE claim form should be completed for each Belkin product. Forms and surge protectors should be clearly marked showing which claim form relates to which surge protector e.g.,
 - Claim Form A, Surge Protector A
 - Claim Form B, Surge Protector B, and so on.
- The Belkin product must NOT have been tampered with in any way. Modifications including, but not limited to, opening the unit, cutting off the plug, daisy chaining (e.g., connecting two surge protectors together) will result in an automatic denial of this claim.
- Filing fraudulent claims, withholding material information related to the claim, misleading any Belkin representative in any way, related to this claim, or in any way attempts to defraud Belkin may be committing a criminal act, which will NOT be tolerated.

FREQUENTLY ASKED QUESTIONS

PLEASE RETAIN FOR YOUR INFORMATION

Q.- How should I return the claim form and surge protector?

A.-The parcel should be shipped using a courier who provides a tracking number and a copy of this tracking number should be retained for future reference. The claim cannot be processed if Belkin does not receive the surge protector. *As per the Belkin CEW, the costs of shipping the Belkin surge protector shall be borne initially by the purchaser.*

If the surge protector fails the testing procedure, shipping costs may be added to the original claim amount provided that there is documentary evidence to support these costs.

Q.- What happens next?

A.- Once our Customer Services (CS) Department receives the completed claim form and Belkin surge protector, the surge protector is tested to determine whether it has failed. Each claim is assigned to a CS Administrator who will make contact via letter regarding the outcome and whether the claim is being denied or being paid.

Q.- How long does the claim procedure take?

A.- This depends to a large extent on how quickly the Belkin surge protector is received by the CS Department. Belkin aims to test these units within 72 hours of receipt.

Q.- I am the Retailer. Can I process the claim on behalf of the End User?

A.- No. Belkin can only action a claim with the End User of the surge protector. The claim form is a legally binding document and must be completed and signed by the End User him/herself.

Q.- What happens if the Belkin product FAILS the testing procedure?

Belkin can continue processing the claim. You will be contacted for any further information required e.g., details missing from the claim form, supporting documents such as receipts, or if we require the return of the hardware for which you are claiming.

Upon receipt of this information, the assigned CS Administrator will check and confirm prices, then generate a settlement letter and send it to you for signature and return with a completed bank details form. *All payments are made via bank transfer.*

Once these documents are returned to Belkin, it takes about 10 working days to process the bank transfer of the funds to your bank. *Payment requests are forwarded to the Accounts Department each Wednesday.*

Q.- What happens if the Belkin product PASSES the testing procedure?

Belkin will have to conclude that the damage was NOT caused by the Belkin product and will issue a denial letter. In order for us to consider a claim, we must find evidence of a surge having passed through the surge protector in question. Any query with regard to these findings, must be sent in writing to the CS Administrator dealing with the claim to the address below:

Name of CS Administrator (Claim no XXXXXX)
Surge Claim Department
Belkin Limited
Express Business Park
Shipton Way
Rushden NN10 6GL
England

Q.- If I live in another European country, why do I have to send my surge protector to England?

A.- All claims are dealt with by Belkin Limited, the European Head Office in England. Other European offices are purely Sales Offices and WILL NOT be able to assist.

FREQUENTLY ASKED QUESTIONS cont'd

Q.- Does Belkin replace the damaged connected equipment?

A.- Not as a rule. Our warranty pays the fair market value of the damaged equipment or the repair price you are claiming for (whichever is less). The CEW covers only the cost of the faulty hardware and not any repair, consultancy, set-up, installation or call out charges unless they have been expressly agreed, in advance, in writing, by Belkin.

Likewise, the CEW does not cover the cost of the damaged surge protector or the cost of its replacement, as Belkin issues a new unit under the lifetime warranty of the product.

Q.- Can I claim for data recovery from my hard drive?

A.- Belkin can consider claims for data recovery provided that the surge protector fails the testing procedure and that the model purchased has the included Data Recovery Warranty (if unsure whether your surge protector comes with this option, check with the CS Department). If the surge protector passes all testing then there is no entitlement to data recovery.

This recovery is carried out by a leading recovery specialist company. In such instances, the CS Administrator dealing with the claim will advise the correct procedure to follow. Belkin cannot reimburse any payments for data recovery undertaken by any other third party recovery company.

Q.- Why does the claim form ask about my buildings/contents insurance?

A.- Some customers opt to claim on their buildings/contents insurance rather than through the Belkin CEW. This information assists Belkin in confirming any insurance excess that may apply. If the surge protector fails the testing procedure, Belkin may refund this excess provided that there is documentary evidence to support this amount.

Q.- Do I need to ship the damaged connected equipment to Belkin?

A.- Not as a rule. We would instead expect a technical report from a VAT registered company explaining the likely cause of damage i.e. damage due to surge and whether it is economical to repair the equipment or not.

However, we reserve the right to request the damaged equipment at any point during your claim and it is therefore recommended that you keep hold of all connected equipment until your claim has been closed. If Belkin request the return of this equipment and it is not available it will not be considered as part of your claim. Any hardware that Belkin pays for under the CEW becomes the property of Belkin and will not be returned. *Note: Failure to return equipment could result in a denial of this claim or a settlement based solely on equipment received.*

Q.- Do I need to pay for shipping this damaged connected equipment to Belkin?

A.- Yes. As per the CEW, the customer is responsible for paying the initial shipping costs of any damaged connected equipment to Belkin. If surge-related damage is found on the surge protector this may be added to the original claim amount provided that there is documentary evidence to support these costs.

Q.- Does Belkin deal with a large number of claims?

A.- No. Considering how many surge protectors we sell per month (which is over 1.7 million worldwide), our claims amount to less than 1/10th of 1% of our sales.

ADDRESS LABEL

**TO BE ATTACHED TO THE FRONT OF THE PARCEL CONTAINING
BOTH AFFECTED SURGE PROTECTOR AND COMPLETED CLAIM FORM**

Belkin Limited is not responsible for parcels lost in transit. You are strongly advised to keep a copy of the tracking number for your reference.

Your claim cannot be processed if Belkin does not receive the surge protector.

*Postage to
be paid*

Surge Claim Department
Belkin Limited
Express Business Park
Shipton Way
Rushden NN10 6GL
ENGLAND

RETURN USING COURIER THAT PROVIDES TRACKING NUMBER