

## **Eero LLC (eero) Warranty Information**

Skywalker will assist with warranty claims within 30 days of purchase by our customers. Beyond 30 days the defect and subsequent RMA process must be handled directly with the vendor. See warranty and contact info below.

### **Warranty Policy**

Eero LLC (“eero”) warrants to the original purchaser of an eero device (“Product”) from Amazon.com, eero.com or an authorized reseller of eero that the Product shall be free from defects in materials and workmanship under normal use for a period of one (1) year from the date of retail purchase by the original purchaser from an authorized reseller (a) for new, unopened Products or (b) for eero-approved certified factory refurbished Products (as applicable, the “Warranty Period”)

For full warranty please go to: <https://eero.com/legal/warranty>

### **Contact information**

#### **EERO**

660 3<sup>RD</sup> ST, 4<sup>TH</sup> FLOOR  
SAN FRANCISCO, CA 94107

Phone Number: 909-717-3814

Email: [support@eero.com](mailto:support@eero.com)

### **Process for obtaining RMA**

To obtain warranty service, you must contact our customer service team via the contact information listed on our website at eero.com or via email addressed to [support@eero.com](mailto:support@eero.com) and obtain a Return Merchandise Authorization (RMA) from our customer service team. eero, in its reasonable discretion, may choose to ship your Replacement Product(s) before receiving your Original Product back from you, and you must return your Original Product(s) to eero within 30 days after the delivery date of your replacement Product(s). You will not be charged for the replacement Product(s) as long as (i) you return the Original Product(s) to us prior to or within 30 days after the delivery date of your Replacement Product order, and (ii) the problem you reported with the Original Product(s) proves to be covered by the terms of this Limited Warranty.

