

# LIMITED 2-YEAR WARRANTY



DIRECTV LLC warrants your AT&T TV™ device and any included accessories against defects in material or workmanship for a period of 24 months after the date of acquisition. Customer must also subscribe to AT&T TV™ service at the time of the claim.

## Who Is Covered?

You must have proof of acquisition to receive warranty service. A receipt or other document showing that you acquired the product is considered proof of acquisition. THIS LIMITED WARRANTY EXTENDS ONLY TO THE ORIGINAL CONSUMER ACQUIRER. THIS WARRANTY DOES NOT EXTEND TO COMMERCIAL USERS. THIS PRODUCT IS NOT AUTHORIZED FOR USE OUTSIDE THE UNITED STATES AND ANY SUCH USE VOIDS THIS WARRANTY.

## What Is Covered?

Warranty coverage begins the day you acquire your AT&T TV™ service or purchase your AT&T TV™ device. For 24 months from the acquisition date, at the option of DIRECTV, the AT&T TV™ device and any included accessories will be repaired or replaced with a new, repaired, refurbished or comparable product (whichever is deemed necessary) if it becomes defective or inoperative. This exchange is done without charge to you for parts and labor. Customer must be within 24 months of original purchase date and must have AT&T TV™ service at the time of the claim. If DIRECTV cannot reasonably repair or replace the media device then DIRECTV may, at its sole discretion, refund the amount you paid for your AT&T TV™ device in connection with your AT&T TV™ service.

All products, including replacement products, are covered only for the original warranty period. When the warranty on the original product expires, the warranty on the replacement product also expires. After 24 months from the date of acquisition, you pay for the replacement of all parts, if available, and for all labor charges.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

## Make sure you return your device...

If DIRECTV determines that it will replace your device under this Warranty, you will be required to return the defective or inoperative device at AT&T's expense within 30 days of your Warranty claim. If you fail to return the device per the shipping details provided by the representative handling your Warranty claim within the 30 day time period or return a device that is excluded or not covered by this Warranty (see What is Excluded, below), you give DIRECTV authorization to charge a non-return fee of \$120 on the payment method on file with your AT&T TV service at the time of your claim.

## What Is Excluded?

Your warranty does NOT cover:

Labor charges for installation or setup of the product.

Installation, performance of, or repair of: HDMI cabling or Internet service used with the product.

Product replacement because of misuse, accident, lightning damage, unauthorized repair, or other cause not within the control of DIRECTV. Incidental or consequential damages resulting from the product. SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. Any modifications or other changes to the product, including but not limited to software or hardware modification in any way other than as expressly authorized by DIRECTV, will void this limited warranty.

Except in the case of hardware or software provided by DIRECTV, installing software modifications, "hacks" or utilizing service access or "back doors" will void this limited warranty.

Reception transmission problems caused by signal conditions, telephone line, or cable or antenna systems outside the unit. A product that has been modified or adapted to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications. A product used for commercial or institutional purposes.

The continued provisioning of any of the programming and other services delivered through the AT&T TV™ device including but not limited to television programming, show information, program guide data, and scheduling information.

### **Make Sure You Keep...**

Please keep your receipt or other documentation showing proof of acquisition.

### **To Get Warranty Service**

Warranty service will be provided by DIRECTV. If you believe you need service for your AT&T TV™ device, go to [att.com/esupport](http://att.com/esupport). If it is determined that the product needs to be returned for service or 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, go to [att.com/esupport](http://att.com/esupport) for information on the possibility of and any costs for repair or replacement of out-of-warranty products.

ALL WARRANTIES IMPLIED BY LAW, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

WITH THE EXCEPTION OF ANY WARRANTIES IMPLIED BY THE LAW OF ANY STATE OF THE U.S.A., THIS EXPRESS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, GUARANTEES, AGREEMENTS AND SIMILAR OBLIGATIONS OF DIRECTV. REPAIR OR REPLACEMENT AS PROVIDED IN THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY. IN NO EVENT WILL DIRECTV BE LIABLE FOR ANY AMOUNT GREATER THAN THE RETAIL PRICE OF THE AT&T TV™. DIRECTV SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THE AT&T TV™ DEVICE.

SOME STATES DO NOT ALLOW LIMITATIONS ON WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Questions? Go to [att.com/esupport](http://att.com/esupport)

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