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Warranty Department  
**ZyXEL Communications UK Ltd**  
11 The Courtyard  
Eastern Road  
Bracknell  
Berkshire  
RG12 2XB  
UK

www.zyxel.co.uk

**ZyXEL**

## Warranty Card

### ZyXEL Warranty Information

Thank you for purchasing a **ZyXEL** product. We take great pride in our quality, value and performance and believe that this product should offer you trouble-free operation throughout its lifetime. If you experience any problems within the first 12 months of purchase we recommend you return the item to the retailer you purchased from. Alternatively you can return the product to **ZyXEL** up to 24 months from the date of purchase by following the procedure detailed overleaf. For further information on the returns policy and our warranty terms and conditions and procedures please visit [www.zyxel.co.uk/warranty](http://www.zyxel.co.uk/warranty).

### Support Desk

**ZyXEL** offer a UK based technical support desk for any questions and troubleshooting issues regarding the **ZyXEL** equipment.

The support desk is open between 9am and 5pm, Monday to Friday, excluding UK bank holidays.

You can contact the support desk by the following means:

**Phone:** + 44 (0) 845 2267839 and select *option 1*

**Email:** [support@zyxel.co.uk](mailto:support@zyxel.co.uk)

Please send us the following details on the email:

- Make and Model
- Date of purchase
- Contact Details
- Detailed description of the problem

## Faulty Returns Procedure

In the unlikely event that your product is faulty, before contacting **ZyXEL**, it is recommended that you contact the retailer from where it was originally purchased. On condition of a valid warranty **ZyXEL** will provide a product repair and replacement service.

You can contact the Returns Support Desk by using either of the two methods below:

**Phone:** + 44 (0) 845 2267839 and select *option 3*

**Email:** returns@zyxel.co.uk

Please send us the following details on the email

- Make and Model
- Date of purchase
- Contact Details
- Detailed description of the problem

For information on the **ZyXEL** warranty terms and conditions and procedures, please visit: [www.zyxel.co.uk/warranty](http://www.zyxel.co.uk/warranty)

For a complete explanation of the returns procedure, please visit: [www.zyxel.co.uk/returnsguide](http://www.zyxel.co.uk/returnsguide)

## Firmware, Drivers and FAQ's

For more information, drivers or firmware, please go to [www.zyxel.co.uk](http://www.zyxel.co.uk) and select the product from the drop down list on the product page

*To validate your warranty and to be entered into a monthly prize draw to win £250 of ZyXEL product, fill in, detach and return the warranty form to register your product.*

## Warranty Form

Product Model No (e.g. P660HW): .....

Product Serial No: .....  
*(e.g. 13 digit no on bottom of product)*

Date of Purchase: .....

Store and Town Purchased: .....

.....

### Your Details

Name: .....

Address: .....

.....

Post Code: .....

Phone: .....

Email address: .....

*Please indicate if you do not wish to receive further communications from ZyXEL Communications regarding the latest news, offers and promotions.*  Please tick

