

STARLINK

STARLINK LIMITED WARRANTY

Limited Warranty

The Starlink Kit and Services are novel, under development, and subject to change. The Starlink Kit will be free from defects in material and workmanship and generally meet performance goals set forth in the [Starlink Specifications](#), as amended by Starlink from time-to-time based on experience and innovation (“Limited Warranty”). The Limited Warranty will be available for the following time periods, depending on Kit model, Service location and the equipment seller. (“Warranty Period”).

KIT MODEL	WARRANTY PERIOD
High Performance (All HP Models and for all countries)	24 months from the date of the original purchase on www.starlink.com ; or 24 months from the date purchased from an authorized retailer.
Standard (European Union and United Kingdom)	24 months from the date of the original purchase on www.starlink.com ; or 24 months from the date purchased from an authorized retailer.
Standard (All countries, excluding EU and UK)	12 months from the date of the original purchase on www.starlink.com ; or 12 months from the date purchased from an authorized retailer.

What Customer Must Do

If the Starlink fails to meet the Limited Warranty standard, you are entitled to submit a warranty claim by providing a detailed description of the failures via the [Starlink Customer Support Portal](#).

What Starlink Will Do

Starlink will cure confirmed failures within 30 days of receiving your claim. This includes at Starlink’s choice, by replacing or repairing the Starlink Kit with a new, different or refurbished device or part. This replaced device will be covered by the Limited Warranty for the greater of 3 months or the remainder of the original Warranty Period. The remedies set forth here are your sole and exclusive remedies for breaches of the Limited Warranty, Service deficiencies or unavailability and other breaches by Starlink.

What Is Excluded from Limited Warranty

Starlink is not responsible for damage to the Starlink Kit after delivery or for Kit or Service malfunctions or underperformance resulting from:

- failure to follow instructions, including by obstructing the Starlink Kit’s field of view of the sky or covering the antenna with a radome;
- manual re-pointing of the antenna;
- in-motion use with Kits and Services not authorized or designated for such use;
- incompatible installation environments or use in combination with devices or software not provided or approved by Starlink;
- problems with customer’s electrical power or network equipment;
- interference by other emitting devices or too many active or parallel network connections;
- repair, modification (including paint or other cosmetic changes), or disassembly of Starlink Kit by anyone other than Starlink or an approved affiliate;
- fire, flood, wind, lightning, earthquake, weather, or other acts of nature or God;
- spills of food or liquids by customer or third-parties;

- planned or emergency maintenance on the network by Starlink;
- misuse, abuse, accident, vandalism, alteration, or neglect;
- normal wear and tear or deterioration, or superficial defects, dents, or marks that do not impact performance of the Starlink Kit;
- inability to obtain or maintain necessary permissions, authorizations, or permits; or
- events not reasonably within Starlink's control.

Approved Starlink Kit Modifications for In-Motion Kits by Retailers

To maintain the Limited Warranty, all modifications made by authorized retailers to the Starlink Kit must be approved by Starlink in writing and may be subject to additional evaluation fees in order to assess operability.