

Make A Warranty Claim

Welcome to StreamTV support page to process a warranty request or make more inquiries.

No need of product registration is required.

To make a warranty claim, please fill the feedback form below for us to learn about your issues and to know what we can do to help You. We will contact you within 24 hours to resolve any issues and apologize in advance for any inconvenience that your StreamTV product may have caused.

Thank you in advance for your valuable time and feedback.

Contact Information

Contact Name*

Telephone Number*

Email Address*

MAC ID* (Note: The MAC ID is printed on the bottom of your StreamTV device. Please turn the device upside down to find the MAC ID).

Subject*

Message / Comments*

Note: Please describe your problems here and we will contact you within 24 hours.

Warranty Tips

Please document with detail the product defect you experience so that we can make product improvement. As well, please write a brief description explaining how the damage occurred to the product if applicable and any other details specific to your experience with the device.

NOTE: It may be necessary to return an item for quality inspection.

More Warranty Information

The StreamTV device comes with a 12 month Limited Warranty. StreamTV also provide an Extended 12 month warranty. Both warranties covers any manufacturing defects as specific to the hardware and software. A detail description of StreamTV's 12 month Limited Warranty and 12 month Extended Warranty can be found at www.streamtvpro.com (See Support Tab).

FAQ

Q: What is the cost for an extended warranty?

A: StreamTV extended warranty is for an additional 12 months of service that activates at the end of the manufacturer's original warranty. The total cost is \$49.00.

Q: In lieu of an Extended Warranty, are there any other options for StreamTV users to ensure StreamTV devices will continue to operate for the foreseeable future?

A: Yes, StreamTV also offers a repair service plan for users that have no warranty coverage. For a service fee of \$149.00, StreamTV will either repair your device or provide a replacement device of like kind for no additional cost. The replacement device will be either a new item of like kind, quality and functionality or a replacement product of like kind, quality and functionality at NAVAIR's discretion. The total shipping cost for repair and replacement is included in the service fee. A detail description of StreamTV's repair service plan can be found at www.streamtvpro.com (See Support Tab).

B: Yes, StreamTV also offers a device replace plan for users that desire a new StreamTV device with full warranty service. For a cost of \$249.00, StreamTV will pay for all shipping specific to replacing your old device with a new device. A detail description of StreamTV's Device Replacement Plan can be found at www.streamtvpro.com (See Support Tab).