

Make A Warranty Claim

To make a warranty claim, please log into your MyStreamTV account and select the “Warranty Claim” button next to the Mac ID that you are experiencing issues with. Note: If you have not registered your device inside MyStreamTV. Go to the MyStreamTV tab on the top right hand side of our website (www.streamtvpro.com) then click on the grey “Register” button. After you Register, you will be prompted to Link your Device to your MyStreamTV account (instructions on how to Link your Device is located within the Subscribe tab on the StreamTV Home Screen).

We will contact you within 1-2 business days to resolve any issues and apologize for any inconvenience that your StreamTV product may have caused. Thank you for your valuable time and feedback!

Warranty Claim Information:

- Contact Name
- Email Address
- Telephone Number
- Mailing Address
- Reason for Return
- Provide any additional information (use this section to provide a detailed description of the issues you're experiencing)

More Warranty Information:

The StreamTV device comes with a 24 month Limited Warranty.

FAQ:

Q: My StreamTV device is out of warranty and need a repair. Does StreamTV offer any assistance with out of warranty StreamTV devices?

A: Yes, StreamTV offers a device replacement plan. For a fee of \$175.00, StreamTV will replace your device and accessories with a brand new StreamTV III device with a 24 month warranty. The total shipping cost for replacement is included in the service fee.

If you have any questions or comments, please give us a call at 650-200-3242 or contact us at www.streamtvpro.com/contact.