

Nest Labs Warranty Information:

Skywalker will assist with Nest warranty claims within 30 days of purchase by our customer. Beyond 30 days the defect and subsequent RMA process must be handled directly with the vendor. See warranty and contact info below.

Warranty Policy

Nest Labs, Inc. (“Nest Labs”), 3400 Hillview Avenue, Palo Alto, California USA, warrants to the owner of the enclosed product that the product contained in this box (“Product”) will be free from defects in materials and workmanship for a period of two (2) years from the date of delivery following the original retail purchase (one (1) year if the product purchased is a factory refurbished product), and if a Nest Pro sells and installs the Product and enters a valid Nest Pro ID during setup, an additional three (3) years, resulting in a warranty period of five (5) years for that Product (collectively, the “Warranty Period”). If the Product fails to conform to this Limited Warranty during the Warranty Period, Nest Labs will, at its sole discretion, either (a) repair or replace any defective Product or component; or (b) accept the return of the Product and refund the money actually paid by the original purchaser for the Product. Repair or replacement may be made with a new or refurbished product or components, at Nest Labs’ sole discretion. If the Product or a component incorporated within it is no longer available, Nest Labs may, at Nest Labs’ sole discretion, replace the Product with a similar product of similar function. This is your sole and exclusive remedy for breach of this Limited Warranty. Any Product that has either been repaired or replaced under this Limited Warranty will be covered by the terms of this Limited Warranty for the longer of (a) ninety (90) days from the date of delivery of the repaired Product or replacement Product, or (b) the remaining Warranty Period. This Limited Warranty is transferable from the original purchaser to subsequent owners, but the Warranty Period will not be extended in duration or expanded in coverage for any such transfer.

Check owner’s manual for complete warranty of your product.

Contact Information:

Nest Labs
3400 Hillview Avenue
Palo Alto, CA 94304
Support Phone Number: 855-469-6378
Website: <https://nest.com/support/>

Process for obtaining RMA

Call support for RMA request.

