Product Warranty

November 16, 2026

If you bought as a consumer, you have statutory rights to remedies from the seller free of charge if the goods do not conform to the contract. This commercial warranty does not affect those rights. Registration and the exclusions below apply only to Niveo's commercial warranty.

Netstar Ventures BV, trading as Niveo Professional. Office address: Olympia 2D, 1213 NT Hilversum, The Netherlands. Dutch Business Register (KVK): 82793379. VAT ID: NL862607103B01.
info@niveoprofessional.com · +31 (0)85 060 45 66

Coverage and registration

Netstar Ventures BV provides a 36-month limited commercial warranty from delivery against defects in design, materials, and manufacture. Batteries are covered for 24 months from delivery. Register within 30 days of purchase. Coverage applies to products purchased through an authorized Niveo Professional channel and used in the country of purchase. Used or resold equipment is excluded unless Niveo Professional has granted written refurbishment approval for that equipment.

Use and installation

The commercial warranty excludes improper handling, incorrect use, operation outside specified product or environmental limits, opening or tampering with the enclosure, and unauthorized repairs.

Enterprise switch extension

Eligible Enterprise switches in the NGSM product family receive seven additional years beyond the standard 36 months, for up to 10 years total, when registered within 30 days of purchase and correctly used in their original installation throughout the coverage period. Contact Niveo with the exact model to confirm eligibility. For extended warranty claims, the buyer is responsible for shipping charges to the extent permitted by applicable law.

Making a claim

Contact support@niveoprofessional.com or +1 855 406 4836 with your model, serial number, proof of purchase, and a description of the fault. Niveo support must confirm the fault and issue an RMA number before a replacement return. Equipment whose reported fault cannot be verified is ineligible for replacement under this warranty. Subject to applicable law, Niveo may repair, replace, or refund eligible products.

Other terms

Niveo Professional products are subject to the applicable general terms and conditions of sale. Mandatory rights and remedies take precedence.

Registration

Register your product within 30 days of purchase.