

## NETGEAR Arlo Outdoor Power Adapter Accessory VMA4700 Recall FAQs

### Q. What power adapter accessory models are affected?

A. Only the VMA4700-100NAS is affected. Other power adapters are not affected.

### Q. How can I tell if my NETGEAR product is a VMA4700?

A. The model number is located on a sticker on the bottom of the original packaging.



If you no longer have the original packaging, look for P/N 332-10985-01 on the power adapter to confirm.



The following power adapters are included with the Arlo Pro Camera System but are not part of the recall. Note: The power adapters that came with the Arlo Pro Camera System are for indoor use only.



**Q. What countries are affected by this recall?**

A. Only United States and Canada at this time. We are working with other countries and will post details when available, but in the meantime we recommend that you stop using the product outdoors.

**Q. Why are you discontinuing sales of the outdoor power adapter accessory?**

A. NETGEAR discovered that water may enter the camera via the connection between the outdoor power adapter accessory and camera.

**Q. Have you stopped shipping the product?**

A. Yes. We have stopped shipping the product.

**Q. Does this issue also affect my Arlo Go's power adapter?**

A. The Arlo Go camera shipped with a different version of the power adapter and is not affected. The Arlo Go power adapter should only be used with the Arlo Go camera.

**Q. When will the outdoor power adapter accessory again be available for purchase?**

A. We are working on a next generation power adapter and hope to have more information on the timing of its release soon.

**Q. My product seems to be working fine. Can I keep it?**

A. NETGEAR is asking all customers affected by the recall to send back their outdoor power adapter accessory.

**Q. Can I take the outdoor power adapter accessory back to the place I purchased it from?**

A. NETGEAR is asking all customers that are affected by the recall to return the adapters. Once you have registered you will receive further instructions. Do not return your product to your retailer.

**Q. I threw away my original packaging for the outdoor power adapter accessory? Can I still return it?**

A. Yes, you can still return your outdoor power adapter without any of the original packaging.

**Q. How do I return my product?**

A. Go online to <http://www.arlo.com/en-us/products/arlo-pro/vma4700-recall.aspx>. At this time we are accepting returns only for the US and Canada. We are working with other countries and will post details when available.

**Q. Will I get a new outdoor power adapter accessory or will NETGEAR send me another product?**

A. You will only receive a refund.

**Q. Will I have to pay anything to ship my outdoor power adapter accessory back to NETGEAR?**

A. No. The collection and delivery methods will depend on the country you are in. After you register for the recall online, we will send you a confirmation email message with information about the next steps.

**Q. What is an acceptable proof of purchase?**

A. A receipt from in store or online purchase with the price paid, sales tax and shipping charges, if applicable. The receipt must show the store's name.

**Q. What happens if I do not have a proof of purchase?**

A. You will receive a refund in the amount of \$22 USD or \$34.50 CAD. We are still working on the refund amounts for other countries/currencies and will update this Q&A shortly.

**Q. What if I purchased more than one outdoor power adapter accessory?**

A. You will need to create a separate refund request for each unit you purchased.

**Q. What will happen after I register for the refund?**

A. You will receive a shipment from our partner Stericycle with a prepaid label and envelope upon registering the correct product to return. Instructions about how to pack and return the outdoor power adapter will be included in shipment. After we receive and verify the correct outdoor power adapter, we will send a refund. If you return the wrong product, we will return it. No refund can be issued until we receive the correct recalled outdoor power adapter accessory.

**Q. How long will it take to process my refund after you receive my product?**

A. Four to six weeks.

**Q. Is there any way I can get more information about the recall?**

A. Yes, you can review our recall FAQs at <http://www.arlo.com/en-us/products/arlo-pro/vma4700-recall.aspx> or you can call us at our dedicated recall number 866-243-0513.

**Q. What if I do not receive my refund check?**

A. You call us at our dedicated recall number 866-243-0513.