

Service Cancellation Policy:

NOW Internet service may only be cancelled for a refund prior to service activation and no later than thirty (30) days after date of original purchase. Service must be activated within sixty (60) days to avoid account termination. NOW Internet service includes a Gateway at no additional charge. There will be no refunds for any return of the Gateway.

Limited Warranty:

If the equipment ("Equipment") included with NOW Internet fails due to a defect in materials or workmanship under normal use conditions ("Operational Failure") within ninety (90) days of the date of purchase and your NOW Internet service account is still active, Xfinity will replace the Equipment with other Equipment ("Replacement Equipment"). To receive Replacement Equipment, you must notify Comcast within ninety (90) days of the date of purchase by following the return instructions available at xfinity.com/nowhelp. The Replacement Equipment will continue to be warranted for the remaining time of the original warranty period. THERE IS NO ASSURANCE, REPRESENTATION, OR GUARANTEE THAT ANY REPLACEMENT EQUIPMENT WILL BE IDENTICAL. The Replacement Equipment may be refurbished Equipment. You hereby assign to Xfinity all rights and benefits of any manufacturer's warranty or other ancillary coverage relating to any Equipment that Xfinity replaces. This Limited Warranty does not apply to damage caused by (1) normal wear and tear; (2) accidents; (3) misuse; (4) neglect; (5) disassembly; (6) alterations; (7) servicing other than by Xfinity-authorized technicians; and (8) other external causes.