

WARRANTY POLICY/T&C

1. **SMART-TALA** is the brand name of smart locks product line of **SILOP** (referred to as company)
2. The Company shall be responsible for malfunctioning of the Device resulting from physical defects inherent in the Device that cause its operation to be incompatible with the specifications. The warranty period is different for different models and is as indicated in the warranty card or the bill for that particular model.
3. The Company shall remove any defects revealed during the warranty period, free of charge, by repairing or replacing (at the sole discretion of the Company) the defective components of the Device with new or regenerated components. The Company reserves the right to replace the entire Device with a new or refurbished device. The Company shall not reimburse for the device.
4. Under special circumstances, the Company may replace the Device with a different device most similar in technical characteristics.
5. Only the holder of a valid warranty document (Tax Invoice) shall be entitled to make claims under warranty.
6. Before making a complaint, the Company recommends using the telephone or online support available at <https://www.smart-tala/support.php>
7. In order to submit a complaint, the Customer should contact the Company via the email address given at <https://www.smart-tala/support.php>
8. After the complaint has been properly submitted, the Customer will receive contact details for the Authorized Service Provider ("ASP"). The Customer should contact and deliver the Device to ASP. Upon receipt of the Device, the Company shall inform the Customer of the return merchandise authorization number (RMA).
9. Defects shall be removed within 30 days from the date of delivering the Device to ASP. The warranty period shall be extended by the time in which the Device was kept by ASP.
10. The faulty device shall be provided by the Customer with complete standard equipment and documents proving its purchase.
11. The cost of transporting the Device to the Company shall be covered by the customer. For unjustified complaints, ASP may charge the Customer with costs related to the case.

CIN-U74900DL2014PTC274665::GSTIN-07AAVCS3559E1ZV::DIPP-2448

Corporate Office & Experience Center

E-561, 3rd Floor, JR Plaza, Ramphal Chowk, Sector-7, Dwarka, New Delhi -110075

Ph: +91-11-41536643 :: +91-9999436769 :: +91-9560508945

www.smart-tala.com

WARRANTY POLICY/T&C

12. ASP/Company shall not accept a complaint claim when:

- the Device was misused or the manual was not observed,
- the Device was provided by the Customer incomplete, without accessories or nameplate,
- it was determined that the fault was caused by other reasons than a material or manufacturing defect of the Device
- the warranty document is not valid or there is no proof of purchase,

13. The warranty does not apply to:

- mechanical damages (cracks, fractures, cuts, abrasions, physical deformations caused by impact, falling or dropping the device or other object, improper use or not observing the operating manual);
- damages resulting from external causes, e.g.: flood, storm, fire, lightning, natural disasters, earthquakes, war, civil disturbance, force majeure, unforeseen accidents, theft, water damage, liquid leakage, battery spill, weather conditions, sunlight, sand, moisture, high or low temperature, air pollution;
- damages caused by malfunctioning software, attack of a computer virus, or by failure to update the software as recommended by the Company;
- damages resulting from: surges in the power and/or telecommunication network, improper connection to the grid in a manner inconsistent with the operating manual, or from connecting other devices not recommended by the Company.
- damages caused by operating or storing the device in extremely adverse conditions, i.e. high humidity, dust, too low (freezing) or too high ambient temperature. Detailed permissible conditions for operating the Device are defined in the operating manual;- damages caused by using accessories not recommended by the Company
- damages caused by faulty electrical installation of the Customer, including the use of incorrect fuses;
- damages caused by Customer's failure to provide maintenance and servicing activities defined in the operating manual;

CIN-U74900DL2014PTC274665::GSTIN-07AAVCS3559E1ZV::DIPP-2448

Corporate Office & Experience Center

E-561, 3rd Floor, JR Plaza, Ramphal Chowk, Sector-7, Dwarka, New Delhi -110075

Ph: +91-11-41536643 :: +91-9999436769 :: +91-9560508945

www.smart-tala.com

01 July 2019

Page 3 of 3

WARRANTY POLICY/T&C

- damages resulting from the use of spurious spare parts or accessories improper for given model, repairing and introducing alterations by unauthorized persons;
- defects caused by operating faulty Device or accessories.
- Scratches/Colour Fade

14. The warranty shall not cover natural wear and tear of the Device and its components listed in the operating manual and in technical documentation as such elements have a defined operational life.

15. The Device warranty shall not exclude, limit or suspend the Customer's warranty rights.

16. The Company shall not be liable for damages to property caused by defective device. The Guarantor shall not be liable for indirect, incidental, special, consequential or punitive damages, or for any damages, including, inter alia, loss of profits, savings, data, loss of benefits, claims by third parties and any other damages arising from or related to the use of the Device.

17. Product Improvement is a continuous process. Hence the product model, color and configuration can change any time without any notice. Company does not bear any guarantee of availability of old models and will not be held responsible for that.

Above Policy and T&C are subject to change without any notice.
