

OKIDOKEYS WARRANTY

OKIDOKEYS PRODUCTS - ONE (1) YEAR LIMITED WARRANTY

OKIDOKEYS's warranty obligations for this hardware product are limited to the terms set forth below:

Practical House, Inc. warrants this OKIDOKEYS-branded hardware product against defects in materials and workmanship under normal use for a period of ONE (1) YEAR from the date of retail purchase by the original purchaser ("Warranty Period"). If a hardware defect arises and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, OKIDOKEYS will either (1) repair the hardware defect at no charge, using new or refurbished replacement parts, (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product. Before returning merchandise for warranty services, the purchaser must obtain a RMA from OKIDOKEYS support service. Any merchandise received without RMA will be rejected. OKIDOKEYS may request that the purchaser replace defective parts with new or refurbished user-installable parts that OKIDOKEYS provides in fulfillment of its warranty obligation. A replacement product or part, including a user-installable part that has been installed in accordance with instructions provided by OKIDOKEYS, assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for the purchaser. When a product or part is exchanged, any replacement item becomes the property of the purchaser and the replaced item becomes the property of OKIDOKEYS. Parts provided by OKIDOKEYS in fulfillment of its warranty obligation must be used in products for which warranty service is claimed. When a refund is given, the product for which the refund is provided must be returned to OKIDOKEYS and becomes the property of OKIDOKEYS.

EXCLUSIONS AND LIMITATIONS

This Limited Warranty applies only to hardware products manufactured by or for OKIDOKEYS that can be identified by the "OKIDOKEYS" trademark, trade name, or logo affixed to them. This Limited Warranty applies to OKIDOKEYS products dedicated to the US standard locks ANSI grade 1 and 2. The Limited Warranty does not apply to any non-OKIDOKEYS hardware products or any software, even if packaged or sold with OKIDOKEYS hardware. Manufacturers, suppliers, or publishers, other than OKIDOKEYS, may provide their own warranties to the purchaser, but OKIDOKEYS, in so far as permitted by law, provides their products "as is". Software distributed by OKIDOKEYS with or without the OKIDOKEYS brand name (including, but not limited to system software) is not covered under this Limited Warranty. Refer to the licensing agreement accompanying the software for details of your rights with respect to its use.

OKIDOKEYS does not warrant that the operation of the product will be uninterrupted or error-free. OKIDOKEYS is not responsible for damage arising from failure to follow instructions relating to the product's use.

This warranty does not apply: (a) to damage caused by use with non-OKIDOKEYS products; (b) to damage caused by accident, abuse, misuse, flood, fire, earthquake, or other external causes; (c) to damage caused by operating the product outside the permitted or intended uses described by OKIDOKEYS; (d) to damage caused by service (including upgrades and expansions) unless performed according to written instruction from OKIDOKEYS ; (e) to a product or part that has been modified to alter functionality or capability without the written permission of OKIDOKEYS; (f) to consumable parts, such as batteries, unless damage has occurred due to a defect in materials or workmanship; (g) to cosmetic damage, including but not limited to scratches, dents, and broken plastic parts; or (h) if any OKIDOKEYS serial number has been removed or defaced. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. OKIDOKEYS'S RESPONSIBILITY FOR HARDWARE DEFECTS IS LIMITED TO REPAIR OR REPLACEMENT SERVICE AS DETERMINED BY OKIDOKEYS IN ITS SOLE DISCRETION. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED

WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED (This warranty does not apply: (a) to damage caused by use with non-OKIDOKEYS products; (b) to damage caused by accident, abuse, misuse, flood, fire, earthquake, or other external causes; (c) to damage caused by operating the product outside the permitted or intended uses described by OKIDOKEYS; (d) to damage caused by service (including upgrades and expansions) unless performed according to written instruction from OKIDOKEYS ; (e) to a product or part that has been modified to alter functionality or capability without the written permission of OKIDOKEYS; (f) to consumable parts, such as batteries, unless damage has occurred due to a defect in materials or workmanship; (g) to cosmetic damage, including but not limited to scratches, dents, and broken plastic parts; or (h) if any OKIDOKEYS serial number has been removed or defaced. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. OKIDOKEYS'S RESPONSIBILITY FOR HARDWARE DEFECTS IS LIMITED TO REPAIR OR REPLACEMENT SERVICE AS DETERMINED BY OKIDOKEYS IN ITS SOLE DISCRETION. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THIS LIMITED WARRANTY. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE EXPIRATION OF THE LIMITED WARRANTY PERIOD. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU. No OKIDOKEYS reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired. No OKIDOKEYS reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE EXTENT PERMITTED BY LAW, OKIDOKEYS IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED

TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED OR USED WITH OKIDOKEYS PRODUCTS AND ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON THE PRODUCT. THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

OBTAINING WARRANTY SERVICE

Please access and review the online help resources referred to in the documentation accompanying this hardware product before requesting warranty service. If the product is still not functioning properly after making use of these resources, please contact OKIDOKEYS representatives. When contacting OKIDOKEYS via telephone, other charges may apply depending on your location. When calling, an OKIDOKEYS representative will help determine whether the product requires service and, if it does, will inform the caller how OKIDOKEYS will provide it. The OKIDOKEYS representative will require purchase informations such as date of purchase, name of retailer and a copy of the invoice. The requester must assist in diagnosing issues with the product and follow OKIDOKEYS's warranty processes.

OKIDOKEYS may restrict service to the fifty states of the United States of America and the District of Columbia, and provide warranty service (i) by sending the requester prepaid way bills (and if the original packaging is no longer available, OKIDOKEYS may send you packaging material) to ship the product to OKIDOKEYS's repair service location for service,

or (ii) by sending new or refurbished customer-installable replacement product or parts to enable self-service or exchange of the product ("DIY Service"). Upon receipt of the replacement product or part, the original product or part becomes the property of OKIDOKEYS and the requester agrees to follow instructions, including, if required, arranging the return of original product or part to OKIDOKEYS in a timely manner. When providing DIY Service requiring the return of the original product or part, OKIDOKEYS may require a credit card authorization as security for the retail price of the replacement product or part and applicable shipping costs. If the requester follows instructions, OKIDOKEYS will cancel the credit card authorization, so you will not be charged for the product or part and shipping costs. If the requester fails to return the replaced product or part as instructed, OKIDOKEYS will charge the credit card for the authorized amount.

Service options, parts availability, and response times may vary. Service options are subject to change at any time. In accordance with applicable law, OKIDOKEYS may require that the purchaser furnish proof of purchase details and/or comply with registration requirements before receiving warranty service. Please refer to the accompanying documentation for more details on this and other matters on obtaining warranty service.

OKIDOKEYS will maintain and use customer information in accordance with the OKIDOKEYS Privacy Policy accessible at www.okidokeys.com/privacy. THE CONTENTS OF YOUR PRODUCT WILL BE DELETED AND THE STORAGE MEDIA REFORMATTED IN THE COURSE OF WARRANTY SERVICE. Your product will be returned to you configured as originally purchased, subject to applicable updates.

To contact our Support Service:

By email: support@okidokeys.com / By phone 888-853-2309 (Mon - Fri 8AM to 8PM / Sat. 10AM to 4PM)

Purchaser must obtain a RMA before returning merchandise for warranty services. Any merchandise received without RMA will be rejected.