

Warranty Information for ET-WV520KWE GUS - Parts : 12 months, Labor : 12 months

SMART HOME

SmartThings

LIMITED WARRANTY TO ORIGINAL PURCHASER

One (1) Year Limited Warranty

SmartThings Inc. warrants this product (the "Product") against defects in material and/or workmanship under normal use for a period of ONE (1) YEAR from the date of purchase by the original purchaser ("Warranty Period"). If a defect arises and a valid claim is received within the Warranty Period, then as your sole remedy (and SmartThings' sole liability), SmartThings will at its option either 1) repair the defect at no charge, using new or refurbished replacement parts, or 2) replace the Product with a new product that is functionally equivalent to the original, in each case within 30 days following receipt of the returned Product. A replacement product or part assumes the remaining warranty of the original Product. When a Product or part is exchanged, any replacement item becomes your property and the replaced Product or part becomes SmartThings' property.

Obtaining Service: To obtain warranty service, visit support.SmartThings.com to speak with a service agent or open a service request. Please be prepared to describe the Product that needs service and the nature of the problem. A purchase receipt is required. The Product must be insured, and shipped freight prepaid and securely packaged. You must contact support for a Return Material Authorization Number ("RMA Number") before shipping any Product, and include the RAM Number, a copy of your purchase receipt and a description of the problem you are experiencing with the Product. Any claim under this Limited Warranty must be submitted to SmartThings before the end of the Warranty Period.

Exclusions: This warranty does not apply to a:) damage caused by failure to follow instructions relating to the Product's use or the installation of components; b) damage caused by accident, abuse, misuse, transport, neglect, fire, floods, earthquake or other external causes; c) damaged caused by service performed by anyone who is not an authorized representative of SmartThings; d) accessories used in conjunction with a covered Product; e) a Product or part that has been modified to alter functionality or capability; f) items intended to be periodically replaced by the purchaser during the normal life of the Product, including, without limitation, batteries, bulbs, or cables; g) a Product that is used commercially or for a commercial purpose, in each case as determined by SmartThings.

EXCEPT FOR BODILY INJURY, SMARTTHINGS SHALL NOT BE LIABLE FOR (I) ANY

LOST PROFITS, COST OF PROCUREMENT OF SUBSTITUTE PRODUCTS, OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR (II) ANY AMOUNTS IN EXCESS OF THE PURCHASE PRICE FOR THE PRODUCT, IN EACH CASE WHETHER RESULTING FROM THE USE OF OR INABILITY TO USE THIS PRODUCT, OR ARISING OUT OF ANY BREAK OF THIS WARRANTY, EVEN IF COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION AND EXCLUSIONS MAY NOT APPLY TO YOU.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, SMARTTHINGS DISCLAIMS ANY AND ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS. IF SMARTTHINGS CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE WARRANTY PERIOD. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights and you may also have other rights, which vary from state to state. To exercise your rights under this warranty, please follow the instructions above under the heading "Obtaining Service," or contact SmartThings at SmartThings, Inc., 456 University Ave, Suite 200, Palo Alto, CA 94301, USA.

[print warranty statement](#)