

## HePo Replacement – Sub Clauses

- This Replacement on the Products will be is only applicable if the product falls under the individual product category Warranty clauses as uploaded on the website under the Warranty Tab (the same may be changed from time to time as per the management decision.) The customer should retain invoice of HePo India.
- In case of repair or replacement of the product is carried out, the period of warranty would continue from the original date of purchase.
- In case of Door Hardware that requires installation, damage to the product or non-operation of product due to effects of weather on door and frame or sag on account of loosened hinges are not covered under this warranty.
- Warranty on the product would not be applicable under the conditions including but not limited to:
  1. Abuse/Misuse/mishandling/negligence/improper installation/improper application/Improper repair/ tampering
  2. Natural Wear and Tear
  3. Failure to follow instructions of use.
  4. Installation with unapproved accessories.
  5. Modification to the product or removal/alteration of parts and components.
  6. Personal injury, property damage, consequential financial loss from product failure
  7. Exposure or entry or seepage of paints/liquids/oils/chemicals/corrosives/vapours/abrasive compounds/contamination/coastal air/salt spray/high humidity.
  8. Non-functioning of any lock due to use of key other than company make or entry of foreign material in the key
  9. Breakage of plastic parts in any products.
  10. Damage due to accidents /fire/robbery/natural calamities.
  11. Damage due to long lasting damp/humid environmental conditions.
  12. Damage or Incompatibility due to inappropriate operational environment, including external electro-magnetic fields, direct sunlight, high humidity and vibration (In case of electrical, electro-mechanical, electronic locks and electrical products.)
  13. Damage due to third party peripherals (In case of electro-mechanical, electronic & electrical products.)
  14. Damage due to battery leakage (In case of electro-mechanical, electronic & electrical products.)
  15. Failures or defects in consumables such as LEDs/batteries (in case of electro-mechanical electronic and electrical products.)
- The company reserves the right to modify the design of the products without prior notice in pursuance of its policy of continuous technical improvement.
- Decision of HePo India Private Limited on the admissibility of the claim under warranty would be final and binding.
- Maximum liability under the warranty would be limited to the cost of the product. This warranty expressly excludes any claim for incidental or consequential loss or damage.

- Any representations, warranties or promises inconsistent with or in addition to the warranties contained herewith are unauthorized and shall not be binding on HePo India Private Limited.
- This warranty is valid in India only and must be supported by Invoice from HePo India Online
- This warranty is issued at Mumbai and Courts at Mumbai shall have exclusive jurisdiction over matters covered or flowing from this warranty.
- HePo India Private Limited reserves its rights to amend the above terms and conditions without notice.