

# SmartiQo Warranty Policy

|                  |                                                     |
|------------------|-----------------------------------------------------|
| Products Covered | Smart Locks, Smart Switches & All Smartiqo Products |
| Version / Date   | 2026                                                |
| Issued By        | Smartiqo Private Limited, Ahmedabad, Gujarat        |
| CIN              | U31909GJ2020PTC115626                               |
| GST No.          | 24ABECS2158M1Z4                                     |
| Contact          | info@smartiqo.com   +91 99090 47191                 |

*Non-transferable. Valid only for products purchased through authorized Smartiqo channels and installed by Smartiqo-authorized personnel.*

## 1. Definitions

|                                     |                                                                                                                         |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| <b>Customer</b>                     | First purchaser of a SmartiQo product from an authorised channel.                                                       |
| <b>Product</b>                      | Any SmartiQo-branded Smart Lock or Smart Switch covered by this warranty.                                               |
| <b>Commencement Date</b>            | Date of purchase as shown on the original tax invoice.                                                                  |
| <b>Warranty Period</b>              | The period of coverage starting from the Commencement Date.                                                             |
| <b>Authorised Service Personnel</b> | Technicians employed by or expressly approved in writing by SmartiQo.                                                   |
| <b>Manufacturing Defect</b>         | A defect in materials or workmanship arising from production, under normal use — not damage occurring after purchase.   |
| <b>Physical Damage</b>              | Damage from wear and tear, mishandling, breakage, liquid ingress, rodents, burns, surges, or customer-inflicted causes. |
| <b>Authorised Channel</b>           | SmartiQo's own sales team or dealers/distributors expressly authorised in writing by SmartiQo.                          |

## 2. Warranty Period by Product

| Product / Category                  | Warranty Period            | Notes                                                                     |
|-------------------------------------|----------------------------|---------------------------------------------------------------------------|
| Glass Panel Switches (Topaz Series) | 3 Years                    | Manufacturing defects; impact/crack excluded                              |
| Modular Switches (Garnet Series)    | 2 Years                    | Replacement only — PCB not field-repairable                               |
| Magnifico Switches                  | 2 Years                    | Manufacturing defects                                                     |
| Aura Customised Switches            | 5 Years / 8 Years with AMC | Replacement only; PCB not field-repairable                                |
| Kinetic Switches                    | 2 Years                    | Manufacturing defects                                                     |
| Smart Door Locks                    | 2 Years (Battery: 1 Year)  | 2-year ext. available; consumables not covered                            |
| Smart Cabinet Locks & Padlocks      | 2 Years                    | Manufacturing defects                                                     |
| Hotel Door Locks                    | 1 Year                     | RFID cards not covered — consumable items                                 |
| Stretch Ceilings                    | 5 Years                    | Manufacturing defects only. See Section 2B for exclusions.                |
| Lights                              | 2 Years                    | Manufacturing defects                                                     |
| Curtain Automations                 | 5 Years                    | Manufacturing defects only. See Section 2B for exclusions & track policy. |
| Sensors                             | 2 Years                    | Manufacturing defects                                                     |
| Mesh / Optic Lights                 | 3 Years                    | Manufacturing defects                                                     |

## 2B. Product-Specific Exclusions & Conditions

### Stretch Ceilings

- Fabric tears, cuts, punctures, or stains are not covered under warranty, regardless of cause.
- Driver short circuits caused by power surges, voltage fluctuations, improper wiring, or external electrical faults are not covered.
- Damage caused by water seepage, leakage from overhead plumbing, or moisture infiltration is not covered.

### Mesh / Optic Lights

- Physical damage to the mesh, including tears, crushing, bending, or breakage, is not covered.
- Short circuits or damage to the projector/driver caused by power surges, voltage fluctuations, or improper electrical supply are not covered.
- Damage caused by termites, insects, rodents, or other pests is not covered under any circumstances.

### Curtain Automations

- Motor short circuits caused by power surges, improper wiring, voltage instability, or external electrical faults are not covered.
- Physical damage to the motor, track, brackets, or accessories caused by mishandling, improper installation, or accidental impact is not covered.
- **Minimum Track Length Policy:** Smartiqo does not accept orders for curtain track lengths below 10 feet. Track is supplied and billed as a complete unit for the ordered length. If a Customer installs or uses only a portion of the supplied track (e.g., 6 feet of a 10-foot track), the unused portion is non-refundable. Partial track usage does not entitle the Customer to any credit, exchange, or refund for the unused length. Customers are advised to confirm exact track requirements before placing an order.

## 2A. Smart Door Lock — Component-Level Warranty

The 2-year Smart Door Lock warranty covers the following components individually. Where a component has a different warranty period or coverage condition, that specific term applies.

| Component                     | Period      | Notes                                                         |
|-------------------------------|-------------|---------------------------------------------------------------|
| Fingerprint Sensor & Cable    | 2 Years     | Manufacturing defects                                         |
| Touch Pad / Display           | 2 Years     | Manufacturing defects                                         |
| Lock Motor                    | 2 Years     | Manufacturing defects                                         |
| Inside Power Supply Circuit   | 2 Years     | Manufacturing defects                                         |
| JST Connectors & Wiring       | 2 Years     | Manufacturing defects                                         |
| Battery Casing / Cell Jacket  | 2 Years     | Physical damage excluded                                      |
| Key Cylinder & Key            | 2 Years     | Lost / broken keys not covered                                |
| 5-Latch Mechanism Set         | 5 Years     | Mechanical defects only                                       |
| Alkaline Batteries            | 1 Year      | Defect in battery casing only; alkaline cells are consumables |
| RFID Cards / Hotel Lock Cards | Not Covered | Consumable items                                              |
| Special Colour Finishes       | 1 Year      | Fade / peel due to defect only                                |

## 3. What Is Covered

- Covers manufacturing defects in materials and workmanship under normal use conditions.

- This is a LIMITED REPAIR WARRANTY — not a replacement warranty. SmartiQo will first attempt to repair it. Replacement is offered only where repair is not technically feasible. The Customer may not demand replacement in lieu of repair.
- Exception — Smart Switches: PCB-based components (Modular/Garnet circuits, Aura hardware) are replaced directly — field repair is not applicable for these components.
- Remedy order: (1) Repair the defective component → (2) Replace the component → (3) Replace the product with a comparable model. SmartiQo decides which remedy applies.
- SmartiQo retains ownership of all defective parts or products replaced under warranty.
- Repaired or replaced products carry warranty for the remainder of the original period — the period does not reset.

**Warranty service is provided at no charge when all of the following are met:**

- Defect confirmed as a manufacturing defect by SmartiQo's Warranty Department
- Product is within its applicable warranty period
- Product was purchased through an Authorised Channel
- Product was installed by Authorised Service Personnel
- Valid original tax invoice is presented
- No exclusions under Section 4 apply

## 4. What Is Not Covered

- Physical damage: cracks, dents, scratches, breaks, or deformation of any kind.
- Liquid or moisture ingress, corrosion, or rust.
- Power surges, voltage instability, lightning, or inadequate electrical infrastructure.
- Fire, flood, earthquake, pests or rodents, or other acts of God.
- Misuse, negligence, accidental damage, or use contrary to the product manual.
- Improper installation, or installation by non-authorized personnel.
- Repairs, modifications, or tampering by any unauthorized party — this immediately voids the warranty.
- Consumables: alkaline batteries, RFID cards, lost or broken keys.
- Cosmetic parts, decorative frames, finishes, and accessories.
- Third-party accessories, systems, or software not approved by SmartiQo.
- Products with altered, removed, or defaced serial numbers, QR codes, or type labels.
- Products purchased from unauthorized resellers or grey-market sources.
- Normal wear and tear over the product's usable life.
- Network, router, ISP, or infrastructure failures external to the product.
- Theft, burglary, or loss of keys or access credentials.

## 5. How to Make a Warranty Claim

**Step 1 — Contact SmartiQo:**

- Email: [info@smartiqo.com](mailto:info@smartiqo.com) | Phone: +91 99090 47191

**Step 2 — Provide the following:**

- Original tax invoice (physical or digital)
- Product serial number or identification label
- Clear description of the fault
- Photographs or video of the defect (mandatory for remote assessment)
- Installation date and address

**Step 3 — Assessment & outcome:**

- A Warranty Officer will be assigned within 48 business hours of receipt.

- If approved: Smartiqo will schedule repair or replacement (Locks: repair first; Switches: direct replacement). On-site attendance within 5 business days of approval, subject to location.
  - If not approved: Customers will be informed with reasons. Defective parts may be purchased at standard rates. The Warranty Department decision is final and binding.
- No component may be removed or replaced without prior written approval from Smartiqo. Unauthorised replacements are treated as new purchases and are non-refundable.
  - Visit fees apply if the defect is found to fall outside warranty coverage.

## 6. Post-Warranty Service & Spare Parts

Warranty expiry does not mean end of support. Customers may obtain paid service and spare parts from Smartiqo at any time.

- Paid service: Out-of-warranty products can be diagnosed and repaired on a chargeable basis (parts cost + visit fee). Contact Smartiqo for a quote.
- Spare parts availability: Smartiqo maintains stock for a minimum of 3 years from the date a model is last sold. Availability beyond this window is not guaranteed — check before requesting service on older products.
- When parts are no longer available: Smartiqo will offer an upgrade to a current-generation product at a preferential rate. Smartiqo is not obligated to manufacture or source discontinued components.
- Payment: All spare parts require 100% advance payment. Accepted methods: Bank Transfer, UPI, Cheque (subject to clearance), or Cash (if approved). A GST tax invoice will be issued on payment.
- Only original Smartiqo-approved parts are supplied. Third-party parts installed on Smartiqo products void any remaining warranty coverage.
- Delivery: Timelines depend on logistics partners; Smartiqo is not liable for third-party courier delays.
- Shipping costs for sending defective parts to Smartiqo or receiving replacements are borne by the Customer/dealer, unless Smartiqo agrees otherwise in writing.

| Full Spare Parts Catalogue: See Annexure A, or contact Smartiqo for current pricing and stock status.

## 7. Logistics & Shipping

- Shipping costs for returning defective products or parts to Smartiqo are borne by the Customer.
- Smartiqo is not liable for loss or damage to products in transit to or from its service location.
- Products must be packed securely. Transit damage to Smartiqo will not be covered under warranty.
- For on-site service, Smartiqo bears its own travel costs within serviceable areas. Surcharges may apply for remote locations — the Customer will be informed in advance.

## 8. Limitation of Liability

- Smartiqo is not liable for indirect, special, incidental, or consequential damages — including data loss, access credential loss, property damage, personal injury, security breaches, or loss of income — even if forewarned of the possibility.
- This limitation applies to claims in contract, tort, or otherwise.
- Nothing in this clause limits Smartiqo's liability for death or personal injury caused by Smartiqo's proven gross negligence or fraud.
- Smartiqo's maximum aggregate liability under this warranty shall not exceed the original purchase price of the defective product or component

## 9. General Terms

- **Non-transferable:** Non-transferable: Valid only for the original first purchaser. Does not transfer to subsequent owners or occupants.
- **Non-commercial use:** Non-commercial use: Does not apply to commercial, rental, industrial, or hospitality use unless separately agreed in writing.
- **Authorised installation:** Authorised installation: Warranty is only valid if the product was installed by Smartiqo-authorized personnel. Evidence may be required at the time of a claim.
- **Extended warranty activation:** Extended warranty activation: Must be activated by contacting Smartiqo before the standard period expires. Activation is required for extended coverage to take effect.
- **Policy changes:** Policy changes: Smartiqo may update this policy; changes apply only to products purchased after the update date. Existing warranty periods at time of purchase are unaffected.
- **Discontinued products:** Discontinued products: Spare parts are maintained for a minimum of 3 years from the date a model is last sold. Where parts are unavailable, Smartiqo will offer an upgrade at a preferential rate but is not obligated to repair. See Section 6.
- **Sole warranty:** Sole warranty: This document is the entire warranty from Smartiqo. No dealer, distributor, or representative is authorised to make additional warranty representations. Such representations are not binding on Smartiqo.

## 10. Governing Law & Disputes

- Governed by the laws of the Republic of India.
- Disputes subject to exclusive jurisdiction of courts at Ahmedabad, Gujarat, India.
- Parties will first attempt resolution by good-faith negotiation within 15 days of written notice of a dispute.
- If unresolved, disputes may be referred to binding arbitration under the Arbitration and Conciliation Act, 1996, conducted in Ahmedabad.

## 11. Contact Smartiqo

|                                          |                                                                                                                       |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Warranty Claims                          | info@smartiqo.com                                                                                                     |
| Customer Support                         | +91 99090 47191                                                                                                       |
| Registered Office                        | 1306, Shapath-V, Sarkhej-Gandhinagar Highway, Ahmedabad – 380015, Gujarat, India                                      |
| Website                                  | www.smartiqo.com                                                                                                      |
| Support Hours                            | Monday to Saturday, 10:00 AM – 6:30 PM IST                                                                            |
| For Warranty Concerns/<br>Claim warranty | <a href="https://support.smartiqo.com/warranty-registration/">https://support.smartiqo.com/warranty-registration/</a> |

## Annexure A — Spare Parts Reference List

Available for purchase outside warranty coverage and for post-warranty paid service. Contact Smartiqo for current pricing and availability. Parts are subject to the 3-year availability window described in Section 6. All orders on a 100% advance payment basis.

### Smart Locks

| #  | Part Description                                  |
|----|---------------------------------------------------|
| 1  | L Series Lock Battery (L2–L6)                     |
| 2  | L Series Lock Motor                               |
| 3  | Qo Lock Back Screen Display                       |
| 4  | E1 Fingerprint with Cable                         |
| 5  | E1 Front Touch PCB                                |
| 6  | E1 Non-Smart Back PCB                             |
| 7  | E1 Power Cell Jacket                              |
| 8  | E1 Motor                                          |
| 9  | E1 Pro Fingerprint with Cable                     |
| 10 | E1 Pro Back PCB                                   |
| 11 | E1 Pro Motor                                      |
| 12 | E1 Pro Back Screen Display                        |
| 13 | E1 Pro Power Cell Jacket                          |
| 14 | E Series & L Series Key Cylinder with Key & Screw |
| 15 | E Series & L Series Screws & Accessories          |
| 16 | E1 New Smart Wi-Fi Module                         |
| 17 | RFID Card Lock                                    |
| 18 | RFID Card (Hotel Lock)                            |

### Smart Switches & Accessories

| # | Part Description                                |
|---|-------------------------------------------------|
| 1 | Toughened Glass Panel — 8 Module (Topaz Series) |
| 2 | Toughened Glass Panel — 4 Module (Topaz Series) |
| 3 | Touch PCB (Modular Series)                      |
| 4 | A-Type Charging Cable                           |
| 5 | VDB / VDP 12V Adapter                           |