

ZKTECO EUROPE HARDWARE WARRANTY AND RETURN POLICY

Who is covered by the warranty?

ZKTeco Europe provides a three (3) years product hardware Limited Warranty to purchasers of ZKTeco Europe products, which entails all Green Label, T&A and Access Control standard lines, Entrance Control including Parking Barriers, Metal Detectors and small readers. This warranty does not cover accessories, such as cards, tags, cables, locks and power supplies.

All ZKTeco Europe warranties begin on the commercial invoice date. All warranty claims must be submitted before the expiration of the warranty term. This warranty is non-transferable.

What's covered by the warranty?

This warranty covers each product and warrants them to be free from defects in workmanship, under normal use and service, for the defined three years period of time from the date of purchase by the first end-user. Under this warranty, ZKTeco will repair or replace, at its option, any unit that fails to perform according to ZKTeco's published specifications during the warranty period.

What's not covered by the warranty?

The warranty does not cover software or damage to the product caused by modification, alteration, misapplication, misuse of, or physical abuse to the product; or damage due to repair or service to the product by anyone other than an Authorized ZKTeco Service Center. This warranty also excludes any damage to the product caused by circumstances outside of ZKTeco's control, such as, but not limited to, lightning or fluctuation in electrical power.

Acquiring warranty service & how to submit an RMA.

Should the product prove to be defective within the warranty period, return the product, as described in the RMA procedures that follow, and ZKTeco will, at its option, repair or replace the product, to whatever extent ZKTeco deems necessary to restore the product to proper operating condition, without any charge to you.

If you purchased the product from an Authorized ZKTeco's Reseller, contact the Reseller with the unit's serial number. Your Reseller will contact ZKTeco, on your behalf, to arrange for the unit to be serviced.

If you purchased the product directly from ZKTeco or have been instructed by your Reseller to ZKTeco directly, go to the RMA & warrantee tab at www.zkteco.eu and follow the steps indicated. Please Register/Access to the ticket platform and complete all the required information. You will be provided with a QR code within 72 hours.

Upon shipping, please ensure to attach the document on the exterior of the parcel and to clearly indicate the reference number. Failure in obtaining an RMA number before shipping to the repair facility or not attaching the RMA form for your product, will delay the processing of your repair and may create additional costs.

For your protection, we recommend you ensure any equipment being sent to ZKTeco. Place the product in its original packaging with a copy of your original invoice, the QR code and ship the product prepaid to the appropriate address.

Return Period

1. All ZKTeco EU customers have 14 days since delivery note date to return any device without justification. To do so, it must be notified by a ticket and receive the Return Material Authorization.
2. All devices must be in perfect conditions with the original packing and accessories. It will be checked at arrival by our RMA department. If by any mean the device does not meet these conditions, it will be rejected and sent back to the customer.
3. All the shipping costs and fees of the return are assuming by the customer until reach our installation.
4. Returns outside these 14 days period must have an extra authorization by the customer's account manager, otherwise it will be rejected.

Warranty Free Shipping Period

1. If a product is received defective upon receipt, ZKTeco Europe will exchange the product free of charge and assume all the shipping costs. ZKTeco Europe must be notified within thirty (30) days of receiving the defective product and the product must be returned within forty-five (45) days of receipt.
2. All accessories, such as cards, tags, cables, locks and power supplies are covered during the maximum one (1) month Warranty Free Shipping Period, for any defective orders the purchaser may have received. These accessories are not covered by this Warranty for the rest of the term.

Terms of rest of 3 Year Warranty

1. The Warranty covers the following expendable/spare parts and services:
 - i. Motherboards
 - ii. Standard Displays
 - iii. Communication Boards
 - iv. Sensor Modules
 - v. Labor fee
 - vi. Return Shipping cost
2. The Warranty does not cover the following expendable/spare parts and services:
 - i. Unauthorized firmware upgrades
 - ii. Testing time for non-defective products
3. This Limited Warranty does not extend to any Product that has been damaged or rendered defective:
 - i. as a result of accident, misuse, or abuse (e.g. impacts, vandalism, short circuit...).
 - ii. as a result of an act of God (e.g. floods, fire...).
 - iii. is not properly identified with its serial number.
 - iv. by operation outside the usage parameters stated in the Product's User's Guide.
 - v. by the use of parts not manufactured or sold by ZKTeco Europe.
 - vi. by unauthorized modification and/or manipulation of the Product (both hardware and firmware).
 - vii. by the ordinary everyday handling and use of the product's functions, i.e. function buttons, cable connections, display, biometric sensors and RFID modules.
 - viii. ZKTeco Europe is not responsible for damage to or loss of any programs or data.
 - ix. Any defective product requiring repair that is covered by the 3-year Warranty but is damaged and rendered defective according to the above-mentioned circumstances, will be repaired free of charge by ZKTeco Europe, but all replaced parts and shipping costs will be charged to the purchaser.

4. This warranty excludes any and all shipping costs.
5. Purchaser has the right of request a previous budget before repairing. ZKTeco Europe will notify within seven (7) days after receiving the defective product. Budget rejection may incur in a charge of Euros 50.
6. All exchanged Products/Spare parts replaced under this warranty will become the property of ZKTeco Europe. Personal data will be automatically deleted, and hardware will be properly recycled according to European legislation.
7. This Limited Warranty extends only to Products purchased directly from ZKTeco Europe in Madrid.
8. Maximum Repair time will be thirty (30) days as standard since reception date. This period may be reduced or increased depending on the workload and availability of spare parts. While repairing, ZKTeco is not responsible of any kind of refund as a result of damage or inconveniences caused by the period the equipment is out of service.
9. All repaired devices have three (3) months warranty from RMA invoice date. All repaired devices have 3 months of warranty over the Repair done and spare parts used, this 3 month will not be added to the 3 year warranty offered by ZKTeco Europe.
10. ZKTeco reserves the right to quote the storage costs from the thirty-first (31) day after RMA invoice date. The cost per storage day Euros 10.
11. ZKTeco Europe guarantees, in any case, the existence of an adequate technical service and spare parts for a minimum period of ten (10) years from the date on which the goods cease to be manufactured.

Out of Warranty Products

Any defective product requiring repair that is not covered by the 3-year Warranty can be repaired by ZKTeco Europe, with all costs of the repair, replacement of expendable/spare parts and any shipping costs charged to the purchaser.

The labor fee for all repairs will be 50€/h non fractionable.

Extendable Warranty

ZKTeco Europe offers the possibility of an extended period of Limited Warranty for all its terminals and standalone readers upon request. Such Warranty is obtainable by the re-negotiation of price and volume of product purchased from ZKTeco Europe.

The warranty will not be extended in case of replacement of the device. any replaced devices will be cover by the same warranty issued in the purchase invoice.

EXCEPT AS EXPRESSLY SET FORTH IN THIS WARRANTY, ZKTECO EUROPE MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ZKTECO EUROPE EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED TO THE TERMS OF THE EXPRESS LIMITED WARRANTY.

***Contact ZKTeco Europe for geographic restrictions, proof-of-purchase requirements, response time commitments, and other specific on-site service requirements.**