

ZKTECO EUROPE

HARDWARE WARRANTY POLICY

ZKTeco Europe provides a one (1) year limited product hardware warranty to purchasers of ZKTeco Europe products, which entails all T&A and Access Control Products including 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. An extended warranty period of forty-five (45) days will be applied for special cases. All warranty claims must be submitted before the expiration of the warranty term.

1. Warranty Free Shipping Period

- A.** If a product is received defective upon receipt, ZKTeco Europe will exchange the product free of charge and assume 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.
- B.** 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 remainder of the year.

2. Terms of remainder of 1 Year Warranty

- A.** ZKTeco Europe warrants that the Hardware Product you have purchased is free from defects in materials or workmanship under normal use during your warranty period. Your commercial invoice is your proof of the date of purchase. This warranty extends only to you, the original Purchaser. It is nontransferable. During the warranty period ZKTeco Europe will, at no additional charge, repair or replace the defective unit with a new unit, or at the option of ZKTeco Europe, with a serviceable used unit that is equivalent to a new unit in performance.
 - I.** The Warranty covers the following expendable/spare parts and services:
 - Motherboards
 - Standard Displays
 - Communication Boards
 - Sensor Modules
 - Labour fee
 - Return Shipping cost
 - II.** The Warranty does not cover the following expendable/spare parts and services:
 - Keypads
 - Lenses
 - Unauthorized firmware upgrades
 - Touch Screen Displays
 - Casing
 - Testing time for non-defective products

- B.** 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 or firmware)
 - VII. by the ordinary every day 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 1 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.
- C.** This warranty excludes any and all shipping costs.
- D.** Purchaser has the right to request a previous budget before repairing. ZKTeco Europe will notify within seven (7) days after receiving the defective product. Budget rejection may incur a charge of US\$ 25.
- E.** 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.
- F.** This Limited Warranty extends only to Products purchased directly from ZKTeco Europe in Madrid.
- G.** 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.
- H.** All repaired devices have three (3) months warranty from RMA invoice date.
- I.** ZKTeco reserves the right to quote the storage costs from the thirty-first (31) day after RMA invoice date. The cost per storage day is US\$ 10.
- J.** 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.

3. Out of Warranty Products

- A. Any defective product requiring repair that is not covered by the 1 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.

4. Extendable Warranty

- A. ZKTeco Europe offers the possibility of an extended two (2) Year Limited Warranty for all of its terminals and standalone readers. Such Warranty is obtainable by the re-negotiation of price and volume of product purchased from ZKTeco Europe.
- B. The terms and conditions of the Extendable Warranty are as specified in Point 2 of this Warranty Policy.

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