

Limited product warranty

Products are guaranteed against all material and manufacturing defects for one year from the date of purchase (stipulated on the receipt) by end customer. To benefit from the warranty, Customers should first seek help from the sources detailed in the documents supplied with the Product or online. If, after using these resources, the Product still does not work correctly, Customers should contact Poly-control who will determine whether the Product requires servicing under warranty or maintenance and inform the Customer how this service is to be carried out. Repairs under warranty do not extend the warranty period.

The sole obligation for Poly-control under the terms of this warranty is the free replacement or repair of the Product or the component, which its services agree is defective unless such action proves impossible or disproportionate. To benefit from the warranty all Products must first be presented to Poly-control after-sales service whose agreement is mandatory prior to any replacement. Any shipping costs are at the Customer's expense.

The warranty does not apply to visible defects. Also excluded are: defects and damage due to normal wear and tear or external accidents (error of assembly, wrong maintenance or use, etc.) or by any change to the Product not planned or specified by Poly-control. The present warranty applies only to Poly-control Products. Poly-control does not guarantee that the Product will work continuously or without error. Poly-control cannot be held liable for any damage or harm arising from failure to comply with the instructions for use of the Product.

Auto Unlock disclaimer: Due to variations in Bluetooth connectivity, it is recommended that the auto unlock function be disabled while you are in your home or office and enabled when you leave.

Product installation disclaimer: Depending on how your deadbolt is installed, to unlock your Danalock you will turn it the opposite direction that the deadbolt turned.

The warranty does not apply to the following: (a) any damage due to accident, misuse, abuse, flood, fire, earthquake or other external causes; (b) any damage due to use of the Product other than within the uses prescribed and/or authorized by Poly-control; (c) any damage arising from the Product being opened; (d) any damage caused by repair or other action by any person who is not a representative of Poly-control; (e) to any Product or component which has been changed so as to significantly change its function or capacity without the prior written permission of Poly-control; (f) to consumables such as batteries except if the damage is due to a defect in Product materials or manufacture; or (g) where any Poly-control serial number or product ID has been removed or otherwise made illegible; or (h) to services and messaging.

WITHIN THE LIMITS OF APPLICABLE LEGISLATION, THE PRESENT WARRANTY AND THE CLAIM FACILITIES DETAILED HEREINAFTER ARE EXCLUSIVE AND TAKE PRECEDENCE OVER ANY OTHER CONTRACTUAL WARRANTIES, CLAIM FACILITIES AND CONDITIONS WHETHER WRITTEN, VERBAL, LEGAL, EXPLICIT OR TACIT. WITHIN THE LIMITS OF APPLICABLE LEGISLATION, POLY-CONTROL EXPRESSLY EXCLUDES ALL TACIT WARRANTIES INCLUDING MARKETING GUARANTEES, GUARANTEES OF SUITABILITY FOR A GIVEN USE AND GUARANTEES AGAINST LATENT OR HIDDEN DEFECTS. WHERE POLY-CONTROL IS NOT LEGALLY ENTITLED TO REFUSE A TACIT OR LEGAL WARRANTY, WITHIN THE LIMITS OF APPLICABLE LEGISLATION, SAID WARRANTIES SHALL BE LIMITED TO THE DURATION OF THE PRESENT EXPLICIT WARRANTY AND THE SUPPLY OF A SERVICE OF REPAIR OR REPLACEMENT AS DETERMINED AT THE SOLE DISCRETION OF POLY-CONTROL.

No Poly-control employee, agent or dealer is authorized to modify, extend or complete the present guarantee in any way. EXCEPT AS PROVIDED FOR IN THE PRESENT WARRANTY AND TO THE EXTENT PERMISSIBLE UNDER APPLICABLE LEGISLATION, POLY-CONTROL S.A.S CANNOT BE HELD LIABLE FOR ANY DIRECT, SPECIFIC, ACCESSORY OR INDIRECT DAMAGE RESULTING FROM ANY VIOLATION OF ANY WARRANTY OR CONDITION OR THE TERMS OF ANY OTHER LEGAL CONCEPT INCLUDING BUT NOT LIMITED TO ANY LOSS OF USE, REVENUE, PRESENT OR FUTURE LOSS OF PROFIT (INCLUDING ANY LOSS OF PROFITS RELATED TO CONTRACTS), ANY LOSS OF FINANCIAL WHEREWITHAL, EXPECTED LOSS OF SAVINGS, LOSS OF BUSINESS, OPPORTUNITY, CLIENTELE, REPUTATION, OR ANY INDIRECT OR SUBSEQUENT LOSS OR DAMAGE. THE PRESENT LIMITATION DOES NOT APPLY TO CLAIMS RELATING TO DEATH OR INJURY. POLY-CONTROL MAKES NO UNDERTAKING IN RESPECT OF ITS ABILITY TO REPAIR ANY PRODUCT UNDER THE TERMS OF THE PRESENT WARRANTY OR OF THE ABSENCE OF RISK IN THE EVENT OF EXCHANGE FOR ANOTHER PRODUCT.

FOR CONSUMERS COVERED BY LAWS OR CONSUMER PROTECTION REGULATIONS IN VARIOUS COUNTRIES OF PURCHASE OR WHERE DIFFERENT, OF THEIR COUNTRY OF RESIDENCE, THE BENEFITS OF THE PRESENT WARRANTY ARE IN ADDITION TO ALL RIGHTS AND CLAIM FACILITIES PROVIDED BY THESE LAWS AND CONSUMER PROTECTION REGULATIONS. Some countries, States and regions do not allow exclusion from or limitation of indirect and/or subsequent damage for the duration of the warranty or tacit conditions, in which case the above exclusions and limitations do not apply to all such Customers. The present warranty provides the Customer with specific legal rights; Customers may benefit from additional rights depending on local legislation.