

HÄFELE (THAILAND) LIMITED

WARRANTY TERMS AND CONDITIONS FOR DIGITAL DOOR LOCK

1. Digital door locks have a total warranty period of 3 (three) years effective from 1st January 2024.
2. The warranty period starts from the date of purchase. Any warranty claims are subject to the verification of invoice date and warranty card by Häfele. Customers are therefore required to keep the original invoice and warranty card.
3. Häfele's obligation under this warranty shall be limited to repair or replacement of defective parts/products only.
4. Warranty does not cover the cost of labour, defects or damage caused by installer or user, or resulting from any other person's careless handling, modification of any type for any reason, wrong installation, or lack of proper routine maintenance or use of abrasive cleaners.
5. Häfele is not liable for any special or consequential damages due to defective product/component or part thereof.
6. Häfele is not liable for any implied warranties other than those mentioned in the terms and conditions of the warranty.
7. This warranty automatically expires after completion of the period mentioned in the warranty chart even if the product may not be in use for any time during the warranty period for any reason.
8. In the event of repair/replacement of any part/s of the unit, this warranty will thereafter continue and remain in force only for the unexpired period of warranty. Moreover, the time taken for repair/replacement in transit, whether under warranty or otherwise, shall not be excluded from the warranty period.
9. Häfele reserves the right to retain any part/s or component/s replaced at its discretion in the event of a defect noticed in the product during the warranty period.
10. This warranty does not apply to any products discontinued for any circumstance.
11. In case of any dispute, this warranty is subject to the jurisdiction of Thai Courts only.

Service Charges

1. Free of charge for three years (only for defects caused by manufacturing), from the 4th year ahead: charge of 800 THB (Outside of business hours, a service fee of 1,500 THB)
2. Free replacement of spare parts during the warranty period of 3 (three) years. If the warranty is expired, the prices will be quoted according to our spare parts price list.
3. Free travel expenses in service areas such as Bangkok and its vicinities, for all other service locations travel expenses will be charged according to Häfele (Thailand) Ltd. conditions.

