



Link Locks Warranty terms and conditions.

1. For all the products falling under the warranty, in case of functionality complain, Link office will approve replacement after Physical verification. Replacement will be given subjected to submission of original invoice copy.
2. For complains which are received after the warranty time, the product needs be serviced on chargeable basis.

3. Terms & conditions of Warranty:

- I. The warranty is applicable for the product which is manufactured / supplied by Link locks. If manufacturing defects occurs within the duration of warranty period, such defective part will be repaired or replaced by Link locks at its sole discretion.
- II. In case of repair or replacement is carried out, the period of warranty would continue from the original date of purchase. The warranty period shall not be extended in the event of repairs undertaken or replacement made.
- III. Replaced part / product would be the property of company.
- IV. For the locations where company don't have onsite service support, under warranty -customer need to send the defective products which are valid as per warranty terms and conditions to company address at his own cost. Company will send the new replacement unit under warranty to customers address post receipt of the defective unit.
- V. Warranty of the product will be valid only if product installation is carried out by companies trained technician. Warranty will be null and void incase installation has been done by any third party other than the company's technician.
- VI. Our products are meant to be installed on the doors along with screws provided with the product. Warranty would be void once welding has been done on the product.
- VII. Our free installation initiative would be only for the wooden doors and frames and on selected products within the serviceable locations of link Lock. It will be chargeable other than the wooden doors and frames.
- VIII. For location outside the municipal limit of Link Locks serviceable cities, travelling and other incidental expenses are to be paid by the customer (Customer can check the details on Toll free number 18005474559).
- IX. In case technician is required to visit the place of installation / service within the serviceable locations of link locks , request to be registered on toll free number -

LINK LOCKS PVT. LTD.

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Telephone: 011-40791800 | Toll Free No.: 1800-547-4559
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CIN No: U27320UP1986PTC008234



18005474559 or Link group website or email support@linklocks.com. Live services are available in selected cities.

- X. In case of a product that requires installation, damage to the product or non-operation of the product due to effects of weather on door and frame or sag on account of loosened hinges are not covered under this warranty.
- XI. Only First visit will be free* for digital locks where both installation and demonstration of the product would be given. If Installation & Demo is not completed by any reason beyond control of Link locks (Door polishing/Door alignment/Customer not available on site for demo etc.) the next visit will be done on chargeable basis.
- XII. There will be additional installation fee for Urgent installation (for installation within 24 hours), however visit would be scheduled basis availability of Company technician.
- XIII. This Warranty does not apply if the product has been used for commercial, business, industrial, educational or rental applications.
- XIV. Surface finish and / or shade of the product is not covered under this warranty.
- XV. **Corrosion warranty on the product would not be applicable under the conditions including but not limited to.**
 - a. **Corrosion** on Mild steel products.
 - b. **Corrosion** in the products installed nearby coastal areas.
 - c. **Corrosion** issues caused due to the use of aggressive chemicals / alkaline cleaners including sodium carbonate, sodium hydroxide, ammonia, highly concentrated bleach solution and chloride compounds.
 - d. **Corrosion** issues caused due to the use of cleaners typically used on bathroom fixtures and industrial solvents as these will damage the protective finish.
 - e. **Corrosion** due to the use of abrasive products to apply the cleaner such as scouring pads or steel wool.
 - f. **Corrosion** issues due to excessive moisture or dampness.
- XVI. **Warranty on the product would not be applicable under the conditions including but not limited to:**
 - a. Misuse/mishandling/negligence/improper installation and service by third party/tampering.
 - b. Warranty is not valid for consumable items like batteries.
 - c. Warranty is not valid for keys lost/broken.
 - d. Warranty will be void if the type or serial number marked on the product has been altered, removed or in any manner defaced.
 - e. Failure to follow instructions of use.
 - f. Installation with unapproved accessories.

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- g. Modifications to the product or removal / alterations of parts and component.
 - h. Entry or seepage of liquids/oils/chemicals.
 - i. Non-functioning of lock due to use of any other than company make or entry of foreign material in the key hole.
 - j. Breakage of plastic parts.
 - k. Damage due to accidents/fire/robbery/natural calamities.
 - l. Damage due to harsh environment conditions.
- XVII. Maximum liability under the warranty would be limited to the cost of the product. This warranty expressly excludes any claim for incidental or consequential damage or loss.
- XVIII. This warranty is valid in India only.
- XIX. This warranty is issued at Delhi and courts at Delhi shall have exclusive jurisdiction over matters covered or flowing from this warranty.
- XX. The company reserves right to amend terms and conditions without prior notice.

Care and Cleaning Guidelines:

In order to have a prolonged satisfaction on Link locks Products in terms of functionality, appearance and aesthetic it is strictly advised to follow the below mentioned guidelines as any damage happening to the product due to non-compliance of below activities is not covered under warranty.

Do's	Don'ts
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<ul style="list-style-type: none"><input checked="" type="checkbox"/> Ensure that product is installed correctly before usage.<input checked="" type="checkbox"/> Use the appropriate tools and jigs for installation.<input checked="" type="checkbox"/> Contact toll free Link lock support Centre for free installation guidance.<input checked="" type="checkbox"/> Adhere strictly to the Instruction Leaflet provided.<input checked="" type="checkbox"/> Clean regularly with a soft and dry cloth.<input checked="" type="checkbox"/> Clean along the hairline finish.<input checked="" type="checkbox"/> For covering products under construction, always use cloth or paper.<input checked="" type="checkbox"/> Accessories provided by the company to be used only.<input checked="" type="checkbox"/> Cut-outs should exactly match as per the company specifications.<input checked="" type="checkbox"/> Check the product/packaging for any damage before accepting it<input checked="" type="checkbox"/> Check for the correct product being delivered as per the order and requirement to avoid hassles later<input checked="" type="checkbox"/> Always check the consisting component list before installation	<ul style="list-style-type: none"><input checked="" type="checkbox"/> Do not customize the product installation. Adhere to Link locks specifications.<input checked="" type="checkbox"/> Do not tamper and/or misuse the product<input checked="" type="checkbox"/> Never use masking tapes to cover the products as it damages the finish and is difficult to clean.<input checked="" type="checkbox"/> Do not use any type of detergent, chemical, acidic or wet substance to clean.<input checked="" type="checkbox"/> Keep away from Flame.<input checked="" type="checkbox"/>
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