

WEISER KEVO WARRANTY INFORMATION

Your Weiser Kevo products are backed by one of the most comprehensive warranty programs available. You can feel confident that with the purchase of Weiser you have selected the best quality product, backed by the best customer service available.

Your Weiser Kevo deadbolt product comes with a lifetime mechanical and finish warranty along with a 1 year electronic warranty to the original residential user of the product against defects in material and workmanship as long as the original user occupies the residential premises upon which the product was originally installed. This warranty does not cover scratches, abrasions, deterioration due to the use of paints, solvents or other chemicals, abuse, misuse, or product used in commercial applications. The Weiser Kevo fob product includes a 1 year electronic warranty. Upon return of a defective product to Weiser Corporation, Weiser may repair or replace the product with a new or refurbished product at Weiser's sole discretion. Any product that has been repaired or replaced under this limited warranty will have a warranty coverage for the longer of ninety (90) days or the remaining original warranty period. Weiser is not liable for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

If any of your Weiser Kevo products require warranty support, please call us at 1-800-677-LOCK (5625) in the U.S. and Canada. For customers outside of the U.S. and Canada, claims under this warranty must be made only to either the place of purchase or to the listed importer.

WEISER KEVO RETURN POLICY

Weiser is committed to providing the best product experience with your Weiser Kevo purchase. In the event of a product defect, Weiser provides two options for replacement, Advanced Exchange or Receive/Ship.

Advanced Exchange: For all qualified replacement requests, Weiser will immediately send a replacement unit at no cost to you and will email you a prepaid label for return of the defective product¹. Your Credit Card information will be collected and stored safely and securely. Upon receipt of your return, Weiser will release the Credit Card information and no charges will be applied. Incomplete or no returns will be subject to credit card charges. Shipping instructions will be included with the prepaid label. Please follow the shipping instructions and use the label provided to return the defective unit to Weiser at the preprinted address on the label.

Required Weiser Kevo Product Content: The following must be included with your return in order for the unit to be qualified as complete:

- Complete Interior Assembly



- Complete Exterior Assembly



- FOB



Receive/Ship: Weiser will ship a replacement unit after receipt of the defective unit at our returns facility. Upon qualification of the product return request, Weiser will email you a prepaid label along with shipping instructions. Please follow the shipping instructions and use the label provided to return the defective unit to Weiser at the preprinted address on the label. Upon receipt of your defective unit, Weiser will ship you a replacement at no cost¹.

Required Weiser Kevo Product Content: The following must be included with your return in order for the unit to be qualified as complete. Incomplete units may not qualify for product replacement.

- Complete Interior Assembly



- Complete Exterior Assembly



- FOB



1. Subject to Weiser Kevo product availability.