LIMITED WARRANTY

I. LIMITED WARRANTY

Aqara Inc. (“Aqara”) warrants to the original purchaser of Aqara Product (“Product”) from Amazon.com that the Product shall be free from defects in materials and workmanship under normal use for a period of one (1) year from the date of retail purchase by the original purchaser from AqaraDirect. This warranty is given to Aqara products sold by AqaraDirect on Amazon US only. Your Amazon order invoice in PDF format will be required for all warranty requests. If you purchased an Aqara product from an authorized reseller in US, the item is subject to the particular warranty policy stated by that reseller.

1. WHAT THE WARRANTY COVERS

For a period of one (1) year from the date of purchase of your Aqara product, starting from the date when the order is placed, which is stated in the invoice issued by Amazon, AqaraDirect ("Aqara”) will, at its sole discretion, repair or replace any Aqara products that malfunction due to defective parts or workmanship at no charge to you. This warranty is not transferable and applies only to the original consumer purchaser. Aqara may, at its sole discretion, make any repair or replacement with new or refurbished product or components. If the product or component requiring repair or replacement is no longer available, Aqara may, at its sole discretion, replace such product with a similar product of similar function. Aqara will cover the shipping costs within the USA for repairing or replacing the item(s). For all other locations, Aqara will not be liable for the shipping, customs clearance or any other related charges. Also, Aqara reserves the right to test the product. This one (1) year period does not renew which means a replacement item assumes the remaining warranty of the original physical item.

2. WHAT THE WARRANTY DOES NOT COVER

Repair service, damage due to misuse, abuse, negligence or casualty (e.g., fire), acts of God (including but not limited to lightning, flood, tornado, earthquake, or hurricane), and consumable parts (including batteries), theft or loss of the item are not covered by this warranty. Damage from unauthorized service or modification of the product or of any furnished component will void this warranty in its entirety. This warranty does not include reimbursement for inconvenience, installation, loss of use, or unauthorized service. In addition, this warranty does not cover any losses, injuries to persons, loss of property or general damages.

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This limited warranty gives you specific rights. You may have additional rights under applicable law, and this limited warranty does not affect such rights.

3. How to obtain service / replacement

To obtain the benefit of the above limited warranty, please contact Aqara technical support at: technicalsupport@aqara.com.

For warranty requests: Please be prepared provide a description of the product that needs service or replacement (including model number and serial number), a detailed description of the nature of the problem and attach the Amazon order invoice in PDF format as a proof of purchase. You may also be required to return your existing device in accordance with directions that will be provided by Aqara. Any claim under this Limited Warranty must be submitted to Aqara before the end of the warranty period described above. Please allow up to seven (7) business days for your warranty request to be processed.