LOCKLY® WARRANTY POLICY

Lifetime Support & Limited Warranty Program – Residential Applications

LOCKLY® Secure Series, Vision Series, and Zeno Series:
5-Year Limited Mechanical & Finish Warranty
2-Year Limited Electronics Warranty
Lifetime Technical Support

LOCKLY® Smart Safe:
3-Year Limited Mechanical & Finish Warranty
2-Year Limited Electronics Warranty
Lifetime Technical Support

LOCKLY® Model S Series, Flex Touch, Access Touch, Flex Touch Pro, Access Touch Pro Smart Locks:
1-Year Limited Mechanical & Finish Warranty
1-Year Limited Electronics Warranty
Lifetime Technical Support

Warranty Terms

Under the terms and conditions of this warranty, and depending on the lock model, Lockly provides a limited mechanical and finish warranty (up to five years of coverage) and a limited electronics warranty of up to two years. Lockly also provides lifetime customer service and technical support for troubleshooting needs.

This warranty applies only to the original consumer purchaser ("you") of the LOCKLY brand ("Product") and covers defects in materials and workmanship under normal use, provided you still occupy the residential premises where the Product was originally installed. **Proof of purchase (receipt) is required for all warranty claims.** The warranty begins on the date of purchase (or the date of delivery, as required in certain jurisdictions).

What Lockly Will Do

If a Lockly Product is determined to be defective due to materials or workmanship under normal use, Lockly's sole obligation—at its discretion—is to take the following steps, in order:

1.Troubleshoot the issue with the customer.
2.Request that the customer submit in-app feedback for the engineering team, where applicable.
3.Attempt to repair/replace defective components as needed.
4.If necessary, replace the Product (limited to one replacement per lock within the warranty period).
5.As a last resort, refund the original purchase price—only applicable within one year of purchase—after all reasonable troubleshooting, repair, and/or replacement steps have been completed. **Proof of purchase is required and cannot be overridden.**

Important:
Refunds are considered only after all support options have been fully exhausted. If the customer chooses not to proceed with repairs or replacement, a 20% restocking fee may be deducted from any refund.

International & Authorized Purchases

- Warranty claims are valid only within the United States and Canada, and only for products purchased through authorized dealers. However, Lockly will always provide assistance and lifetime technical support for troubleshooting, regardless of purchase location.
- Products purchased outside the USA or Canada must be serviced directly through the original retailer or place of purchase.
- Products purchased in the USA or Canada but later relocated outside these regions are ineligible for warranty support, and the warranty is considered void.
- Warranty coverage applies only to the original purchaser and is not transferable if the product changes ownership or property.
- Products purchased from unauthorized resellers (e.g., eBay, liquidation vendors, unverified third-party marketplaces) are not covered under Lockly's warranty.

Refund Policy

- Purchases made directly from Lockly.com are eligible for a 30-day no-hassle return policy.
- For purchases made through authorized retailers, returns must follow that retailer’s return policy.
- Refunds are not issued if the customer refuses repair or replacement options; in such cases, a restocking fee may apply.
- Proof of purchase is required for all warranty refund claims.

Lost or Misdelivered Orders

- If a package is marked as delivered but not received, a claim must be filed with Lockly and the carrier directly. An investigation with the carrier will be conducted, and once resolved, Lockly will take the appropriate action at that time.
- Orders placed with the wrong address are the responsibility of the consumer. We will take all necessary steps to help update it before it is shipped from our warehouse, but if Lockly is unable to intercept or modify the shipment before it is sent, the customer must retrieve the package at the address it was shipped to or contact the carrier directly to modify the address at their cost.

Replacements & Deposit

- Each lock is eligible for one (1) warranty replacement.
- A refundable deposit of $150 is required before a replacement is shipped.
- Customers who prefer not to provide a deposit may return the defective lock first; the replacement will be shipped upon receipt.

- Deposits are fully refunded once the original lock is returned in acceptable condition.

Replacement Parts Policy

- If a replacement part is needed during the warranty period, it will be covered under the original 1-year or 2-year warranty, depending on the model purchased.
- Additional part requests beyond the initial covered replacement, or for spare/excess parts, require payment and include a 30-day warranty from the date of delivery.

How to Start a Claim

If you believe you have a warranty claim, start by visiting Lockly Support, where you will find extensive Support and FAQ pages with technical assistance.

If you do not find a solution on the website, visit the Support Warranty FAQ section to learn how to contact our Support team:

- Email: help@lockly.com
- Phone:669-500-8835

Return and Replacement Process

- Lockly may require you to return the Product to its offices.
- Lockly may request a copy of your sales receipt or dated, itemized receipt.
- Lockly may, at its option, use new, refurbished, or used parts in good working condition to repair or replace any Product.
- Any replacement Product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer, or for any additional period required by your jurisdiction.

Original Residential User

This warranty applies only to the original purchaser of the Product who bought it from Lockly or an authorized reseller or distributor for residential use. This warranty is non-transferable, except where prohibited by applicable law. Residential use includes use of a residence as a vacation rental or for shared short-term accommodation (e.g., Airbnb or VRBO). This warranty does not apply to commercial users.

What Is Not Covered

This warranty does not cover problems or damage resulting from:

1. Accident, misuse, abuse, misapplication, or unauthorized repair, modification, or disassembly.
2. Improper operation or maintenance.
3. Usage not in accordance with Product instructions or for purposes other than intended.
4. Loss of parts originally supplied with the Product.
5. Normal wear and tear and aging.
6. Failures, defects, or damage caused by any third-party product, service, or system

connected or used with the Product.

7. Other causes not related to defects in materials and workmanship, except where prohibited by law.

The warranty also does not cover consumable parts (e.g., batteries) or products marked "sample" or sold "AS IS."

This warranty does not cover or provide remedies for software distributed by Lockly, including software that controls the Product or provides/denies access to a residence. Refer to the software licensing agreement for details.

The following are also not covered:

- Labor costs, including removal and reinstallation of the Product.
- Shipping and freight costs to return the Product to Lockly, unless the Product is found defective.
- Any loss or damage to tangible or intangible property resulting from a failure or defect in the Product or its software.

Locksmith Services

Lockly does not cover or reimburse locksmith services, including labor for installation, removal, emergency access, troubleshooting, or repair service charges.

Out-of-Warranty Support

For products no longer under warranty, Lockly will continue to support customers by helping identify required parts for low-cost self-repair when possible and offering discounted replacement options when available.

Reporting Issues

Customers are encouraged to report product concerns as soon as they arise. Delayed reporting may impact eligibility if the warranty period is close to expiration.

Disclaimer of Warranties

EXCEPT WHERE PROHIBITED BY LAW, THE WARRANTY AND REMEDIES DESCRIBED HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES, AND CONDITIONS, WHETHER ORAL, WRITTEN, EXPRESS, STATUTORY, OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ALL OF WHICH LOCKLY DISCLAIMS. Any implied warranty of merchantability or fitness for a particular purpose is limited in duration to the duration of the stated warranty period. Recovery is limited to repair, replacement, or refund as described. Some jurisdictions do not allow limitations on implied warranties.

Limitation of Liability

LOCKLY WILL NOT BE LIABLE FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF PROFITS OR

PROPERTY DAMAGE, WHETHER BASED ON CONTRACT, WARRANTY, TORT, PATENT INFRINGEMENT, OR OTHERWISE. LOCKLY'S TOTAL LIABILITY SHALL NOT EXCEED THE ORIGINAL PURCHASE PRICE PAID FOR THE PRODUCT THAT CAUSED THE DAMAGE. Some jurisdictions do not allow these limitations.

Dispute Resolution & Legal Terms

- **Governing Law:**New Jersey law applies.
- **Contact Us First:** help@lockly.com – most concerns can be resolved quickly.
- **Arbitration Option:**Binding arbitration via AAA in Newark, NJ. Arbitrator's decision is final.
- **Your Right to Opt Out:**Notify Lockly in writing within 60 days of purchase.
- **Individual Proceedings:**All disputes must be on an individual basis; no class actions.

National Statutory Rights

Consumers have legal rights under applicable national legislation. These rights are not affected by this warranty.

For Australia/New Zealand Consumers Only

- Goods come with guarantees that cannot be excluded under the Australian Consumer Law.
- You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.
- This warranty is provided by PIN Genie Ltd.

Contact Information for Australia/New Zealand:

- Email: sales@lockly.com.au

No Other Warranties

No Lockly dealer, agent, or employee is authorized to modify, extend, or add to this warranty.

Contact Information

PIN Genie Inc, dba Lockly
2024 Macopin Rd., Unit E, West Milford, NJ 07480
Phone (USA): 669-500-8835
Email: help@lockly.com