



## **WARRANTY & RETURN POLICY**

### **2-Year Limited Warranty**

- I StoneLock® warrants to the original purchaser of StoneLock® Pro (“product”) that the product will be free from defects in workmanship and materials under normal use for a period of **two (2) years** from the date that the product is shipped to the original purchaser.
- II During the warranty period, defective product will be replaced without charge at StoneLock’s sole discretion. This limited warranty covers the replacement of the defective product only.
- III This limited warranty does not apply to normal wear and tear, and does not apply when the product is opened or repaired by someone not authorized by StoneLock.
- IV This limited warranty does not cover repair or replacement of any product damaged by: misuse, moisture, liquids, proximity or exposure to heat and accident, abuse, non-compliance with the instructions supplied with the product, neglect or misapplication.
- V This limited warranty does not cover physical damage to the surface of the product.
- VI This limited warranty does not cover any damage to the unit caused by the installation of unauthorized software.
- VII This limited warranty does not cover the installation, removal or maintenance of the Hardware or any costs related herewith.
- VIII This limited warranty gives the original purchaser specific legal rights; original purchaser may also have other rights, which vary from state to state and jurisdiction to jurisdiction.

### **Return Policy**

#### **In order to make a claim of a defective unit, you must:**

- 1 Contact StoneLock® (phone or email) during the warranty period to explain the defect and to obtain an RMA number (Return Materials Authorization).
  - a. 1-800-970-6168 Option 2
  - b. [support@stonelock.com](mailto:support@stonelock.com)
- 2 StoneLock® will send a replacement unit within 1 **business day** of issuing an RMA.
- 3 You must return the questionable product within **5 business days** of receipt of the replacement unit to avoid invoicing of the replacement.
- 4 Evaluation and disposition of the questionable unit will be reported within **30 days** of receipt of unit.
- 5 You may be required to comply with other return procedures stipulated by StoneLock if any.