



Warranty Statement

This product is covered by a 12-month consumer guarantee against faulty workmanship, materials, and function from the date of purchase providing that it is used in accordance with the full installation and maintenance instructions. Please keep your proof of purchase safe as this must be submitted when making a claim under this guarantee.

It is a condition of this guarantee that your Yale product:

- Has been correctly installed and maintained in accordance with the Yale installation and maintenance instructions provided to you at the time of purchase.
- Has not been modified in any way.
- Has not been subjected to unauthorized repairs.

This warranty will be honored only upon presentation of proof that the product covered thereby was purchased directly from an authorized Yale distributor in the respective region.

This warranty is for the benefit of the original consumer purchaser only.

If the product is defective within the warranty period, then Yale determines that such damage was caused by the performance failure and will repair or replace the product.

The repaired or replaced product is then warranted under the terms of this warranty for the remainder of the warranty time period only.

Extended Warranties

Yale Middle east offers both comprehensive product warranties, as well as extended warranties for products installed by our trained installers.

Exclusion

Yale is not liable for incidental, indirect, special, or consequential damages, including without limitation, damage to, or loss of use of, any equipment, lost sales or profits or delay or failure to perform this warranty obligation.

Yale is not responsible for issues related to improper installation, including failure to follow written Installation and operation instructions, normal wear and tear, catastrophe, the effects of corrosion and erosion, fault or negligence of the user, battery issues, deterioration due to the use of paints, solvents or other chemicals or other problems external to the product.



Yale will not be responsible for labor costs of removal or reinstallation of the product.

Warranty Claim Process

Claims must be made by maximum 30 days from defect.

If there is a fault with the product, please call 800 YALE (UAE) / +971 800 9253 (international) or visit <https://www.yalehome.com/ae/en/contact-form>.

Don'ts

Please do not carry out any repairs without our authority or by using an unauthorized person. Any repairs or other works carried out without our prior authorization or by using an unauthorized person will not be covered under this guarantee.

This guarantee is non-transferable and applies to products purchased in the Middle East region only. This does not affect your statutory rights.

A full copy of the product instructions is available upon request or by visiting our website www.yalehome.com/ae.