

## Warranty Policy

AplombTech BD Limited warrants all its smart products. **Warranty** period commences from the date the product is purchased and expires on the same date two (2) years later. This **Warranty** is transferable to subsequent owners but only for the unexpired portion of the Warranty Period. If the Product becomes defective and you notify such defect within the Warranty Period, AplombTech BD Limited will repair or replace the defective Product (at no charge to you) with new or reconditioned parts, or similar parts of functional equivalence, provided that AplombTech BD Limited through inspection establishes the existence of such a defect which is covered by this Warranty. Please be confirmed that above warranties cover only defects arising under normal use and do not include malfunctions or failures resulting from misuse, abuse, neglect, alteration, problems with electrical power, usage not in accordance with product instructions, acts of nature, or improper installation or repairs made by anyone other than AplombTech BD Limited or APL authorized third-party service provider.

### Terms and Conditions of Warranty

This Warranty does not warrant uninterrupted or error-free operation of the Product or cover normal wear and tear/fragile of the Product or costs related to the removal, installation, or troubleshooting of the customer's electrical systems. The warranty claims that relate to damages, failures or defects caused by any of the following factors are not covered by this Warranty:

1. Failure to install the Product within Warranty period from the date of purchase, or if the Product has been installed, shutting down or depowering the Product for a period in excess of Warranty period
2. Improper use or non-compliance with installation, commissioning, operation or maintenance instructions (i.e., not according to Installation Guide)
3. More Accurately, defects, failures, damages or performance limitations caused in whole or in part by (A) power failures, surges, fires, floods, snow, ice, lightning, excessive heat or cold, highly corrosive environments, accidents, actions of third parties, or (B) customer's abuse, mishandling, misuse, negligence, improper storage, servicing or operation, or unauthorized attempts to repair or alter the equipment in any way
4. Unauthorized commissioning, modifications, changes
5. If not maintains/follows mentioned specification
6. Using IPS may damage Product, for which Warranty will be VOID
7. If installed in unusual environment other than prescribed exposure for example, an environment in which the product is exposed to rain or excessive temperature (except for any such exposure to environmental conditions that the Product was specifically designed to withstand as indicated in the applicable specifications for Product)
8. Failure to maintain applicable safety standards & regulations, for example, if not turn off the main power switch, for which there might be possibility of damage which will not be covered by warranty
9. Any kind of damages during transportation or storage
10. Natural fatality, for example, but not limited to: fire, flood, earthquakes, storm damage, overvoltage & lightning strikes
11. Exposure to fire, water, snow, moisture, liquid ingress or sand(except for any such exposure to environmental conditions that your Product was specifically designed to withstand as indicated in the applicable specifications for your Product)

12. Alterations and/or modifications to any part of Product, without authorization unconditionally VOIDS the Warranty
13. If the original Warranty card have been defaced, altered, or removed

### Return Policy

AplombTech BD Limited has the option to accept returns of products and such returns are subject to maintain terms and conditions. For the convenience of our valued customers we offer an easy to follow return policy for defective items. If/once the above criteria meets and follows terms and condition of Warranty, end users are instructed/requested to replace the product from the purchased retail outlet along with original Warranty card. Defect Product will be returned to AplombTech BD Limited by supplier/dealer. At the time of next Product lifting by dealer, defected Product will be adjusted.

Retailer are directed to follow the given criteria at the time of accepting defect Products:

1. No replacement without Warranty card
2. Matching Product serial with the Warranty card
3. Check Product physical condition, if any damage as per terms and conditions, Product will not be replaced
4. Any kind of misuse, according to terms and conditions, will result VOID
5. Product return/supply to dealer will followed by dealership agreement