

NUKI GUARANTEE PLUS

Nuki Guarantee Plus (the **warranty**) is offered by Nuki Home Solutions GmbH, Münzgrabenstraße 92/4, 8010 Graz, Austria, FN 422826 d (**Nuki**).

What kind of warranty is it?

The warranty is an optional additional service provided for a fee by Nuki to Nuki customers (the **warranty holders**), which under certain conditions includes the replacement of defective devices/device sets of Nuki (the **product**) purchased by Nuki customers.

The warranty commences on the day of the conclusion of the warranty (the **activation**) and ends no later than three years after the activation (the **warranty period**). The defect in a product must appear during the valid warranty period and the recognisability of the defect is irrelevant for the time limit of the warranty period. Even in the case of hidden defects, the period therefore commences as soon as the product is activated.

In the event of a defect in a product, the warranty holder shall be entitled, in accordance with the provisions of this warranty, to the replacement of the defective product with a new, defect-free product. Statutory warranty rights shall remain unaffected by the warranty and shall continue to exist without restriction in addition to the rights arising from this warranty.

What is part of the warranty?

Defects in the product that are attributable to Nuki within the warranty period (i) either due to design, material or manufacturing, (ii) or due to slight negligence by the warranty holder.

A defective product will be replaced through immediate replacement. This means that after internal review of a notification by the warranty holder, a new product of the same or, if this is not possible, of a comparable type/ production series will be delivered before the defective product is returned by Nuki.

What is not covered by the warranty?

- Aging or excessive build-up of dirt or other debris as well as general wear and tear, as well as wear parts and abrasion (e.g. batteries);
- Loss and theft;
- Stored content on the product such as data and software;
- Damage and defects covered by existing insurance policies;
- Modifications to the device that are not approved by the manufacturer;
- Purely visual defects that do not affect the functionality of the product (e.g. scratches);
- Damage caused by lightning, exposure to solid, liquid or gaseous substances and force majeure;
- Intentional or grossly negligent acts attributable to the warranty holder;
- Damage caused by third parties
- Consequential (defect) damage caused by a defective product (in particular loss of profit and earnings, standstill costs, liability damage, non-material and other indirect damage, etc.).

When can the warranty be purchased??

Directly upon conclusion of a purchase contract for a product.

Which products are covered?

The warranty covers those products that are listed in the warranty section of the Nuki Online Shop “My Account” upon activation.

Where does the warranty apply?

The warranty can be concluded worldwide and is valid in the country where the product was purchased.

How can I make my claims under warranty?

In case of a defect in a product, the official Nuki support has to be contacted. The support can be reached either via the “My Services” section on shop.nuki.io or via email to contact@nuki.io.

What are the limitations?

After a maximum of three replacements in favour of a warranty holder within the warranty period, the warranty is considered prematurely terminated.

If a defective product needs to be replaced again at the warranty holder’s request after three replacements, Nuki will charge the replacement product at the new price.

What are the obligations of the warranty holder?

Any defect of a product has to be reported to Nuki immediately via the “My Services” section on shop.nuki.io or via email to contact@nuki.io. Only by immediately claiming the defects in a product will the warranty period be suspended.

The warranty holder is obliged to cooperate in a proper assessment of the defect in a product (e.g. by providing information and handing over original documents). In the event of incorrect and/or incomplete information, the warranty holder shall not be entitled to any rights under the warranty.

When and how does the payment of the warranty take place?

The warranty can be concluded directly with an order of a product on nuki.io. The payment of the charges by the warranty holder is done by a one-time payment and can be done via any payment method offered in a Nuki store.

When does the warranty start and end?

The warranty starts on the day of activation. Entitlement to an immediate replacement in case of a defect of a product arises from the day the warranty starts.

The warranty will end automatically without notice after three years from the date of conclusion. After a maximum of three replacements within the warranty period, the warranty is considered to have expired prematurely.

How can the warranty be terminated?

The warranty ends automatically without termination after three years from activation.

If the product has been purchased in the Nuki Shop together with the warranty and the withdrawal from the purchase contract has been declared within the 14-day cancellation period, the fee for the warranty will be refunded by Nuki after the product has been returned by the warranty holder.