

# NEO Locks Battery Warranty Policy

**Effective Date:** [Insert Date]

At NEO Locks, we are committed to ensuring the reliability and quality of our products. This Battery Warranty Policy provides details on the coverage for batteries included with NEO Locks electronic and smart lock products. Please read the policy carefully to understand the terms and conditions of the warranty.

## 1. Warranty Coverage

- **Battery Warranty:** NEO Locks provides a limited warranty for the batteries included with our electronic and smart lock products. This warranty covers manufacturing defects and failures that occur under normal use during the specified warranty period.
- **Warranty Period:** The battery warranty is valid for a period of 6 months from the date of purchase, or until the battery reaches the end of its lifecycle, whichever comes first. The typical battery lifespan is dependent on factors such as usage frequency, environmental conditions, and lock settings.

## 2. What Is Covered

- **Defective Batteries:** If the battery included with your NEO Locks product is defective and fails to hold a charge or operate as expected during the warranty period, NEO Locks will offer a replacement free of charge. The defective battery must be returned to NEO Locks for inspection.
- **Replacement Process:** If a battery fails under warranty, please contact NEO Locks customer support to initiate the replacement process. You may be required to provide proof of purchase and other details for verification.

## 3. What Is Not Covered

- **Normal Wear and Tear:** The warranty does not cover normal wear and tear, including but not limited to:
  - Depletion of battery charge over time.
  - Reduced battery performance due to frequent use or environmental factors.
  - Damage caused by improper use, mishandling, or failure to follow product care instructions.
- **Damage from External Factors:** The warranty does not cover damage resulting from external factors such as:
  - Exposure to extreme temperatures, humidity, or weather conditions.
  - Use of non-recommended batteries or third-party accessories.
  - Accidental damage, abuse, or neglect.
- **Battery Replacement Beyond Warranty:** After the warranty period expires, customers will be responsible for purchasing a replacement battery, and any battery failure outside the warranty terms will not be eligible for a free replacement.

#### 4. Battery Usage Tips

- **Low Battery Warning:** NEO Locks products are equipped with a low battery warning system. When the battery reaches a low level, you will receive an alert to replace the battery before it runs out completely.
- **Battery Care:** To extend battery life, it is recommended that you:
  - Keep the lock in a dry, temperature-controlled environment.
  - Avoid using the lock in extreme temperatures or high humidity.
  - Replace the battery promptly when the low battery warning appears.

#### 5. Warranty Claims and Procedures

- **How to File a Claim:** If you believe your battery is defective and is covered under warranty, please contact NEO Locks customer support at: support@neoaccess.in

Provide the following information when filing a warranty claim:

- Proof of purchase (receipt or order number)
- Description of the issue with the battery
- Photos or video of the defective battery (if applicable)
- **Inspection:** NEO Locks may request to inspect the defective battery before issuing a replacement. In some cases, you may be required to return the battery for evaluation.

#### 6. Limitation of Liability

- **No Liability for Battery Failure:** NEO Locks is not liable for any damages, including inconvenience or loss of use, caused by a battery failure, whether under warranty or after the warranty period.
- **No Liability for Third-Party Batteries:** If a third-party or non-authorized replacement battery is used, the warranty may be voided, and NEO Locks will not be responsible for any issues arising from the use of such batteries.

#### 7. Updates to Battery Warranty Policy

NEO Locks reserves the right to update or modify this Battery Warranty Policy at any time. Any changes will be posted on our website with an updated "Effective Date." We encourage you to review this policy periodically for any updates.

#### 8. Contact Us

For any questions regarding the battery warranty or to initiate a claim, please reach out to our customer support team: support@neoaccess.in