

NEO Locks Installation Request Policy

Effective Date: Ongoing

At NEO Locks, we are committed to providing a seamless experience for our customers. To ensure proper installation and optimal performance of your lock, we offer professional installation services through our certified technicians. This document outlines the process to request installation for your NEO Locks products.

1. Who Can Request Installation Services?

- Installation services are available to all customers who have purchased a NEO Locks product.
 - Services are offered for both residential and commercial properties, provided the location is within our serviceable areas.
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2. How to Request Installation?

To request installation services, follow these steps:

1. **Contact Us:**
 - Email: support@neoaccess.in
 - Phone: 9920982232
 - Website: [Insert Website URL with installation request link]
 2. **Provide the Following Information:**
 - Full Name
 - Contact Number and Email
 - Complete Installation Address
 - Product Model(s) to be Installed
 - Preferred Date and Time for Installation
 3. **Confirmation:**

Once your request is received, our team will contact you within 3 working days to confirm your appointment and provide further instructions.
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3. Installation Charges

- **Service Fee:** The cost for installation depends on the lock model and location. Estimated charges will be provided at the time of booking.
- **Payment Options:**
 - Online payment via our website.
 - Cash or card payment directly to the technician after installation.

Note: Additional charges may apply for installations requiring significant door modifications or additional hardware.

4. Pre-Installation Requirements

To ensure a smooth installation process, please ensure the following before the technician arrives:

- The door and frame are in good condition and free from damage.
 - The area around the door is accessible and free of obstructions.
 - If replacing an old lock, ensure it has been removed (optional; our technician can remove it for an additional fee).
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5. Service Area

Installation services are currently available in 24 cities. If your area is not listed, please contact our support team to explore alternative solutions.

6. Cancellation or Rescheduling

- **Cancellation:** If you wish to cancel your installation request, please notify us at least 24 hours in advance to avoid cancellation fees.
 - **Rescheduling:** You can reschedule your installation appointment by contacting us at least 24 hours before the scheduled time.
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7. Warranty and Liability

- **Customer Liability:** NEO Locks is not responsible for any damage to the product or property caused by non-certified installers or improper installations.
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8. Benefits of Professional Installation

- Ensures proper alignment and functionality of your lock.
 - Optimizes lock security features for smart lock models.
 - Avoids potential warranty issues caused by improper installation.
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9. Contact Us

For questions or assistance with the installation process, feel free to reach out:
support@neoaccess.in