

Terms and Conditions for Purchase of NEO Electronic Locks

1. Introduction

1.1 These Terms and Conditions ("Terms") constitute a legally binding agreement between NEO Smart Locks ("Brand") and the buyer ("Customer").

1.2 These Terms govern the sale and purchase of electronic locks and related services ("Products").

1.3 By purchasing the Product, the Customer acknowledges and agrees to these Terms in their entirety.

2. Product Description and Features

2.1 The Product includes electronic locks and related accessories as outlined in the Company's catalogue or website.

2.2 The Company reserves the right to make modifications to Product specifications without prior notice, ensuring such changes do not materially affect performance.

2.3 Compatibility with third-party systems is not guaranteed unless specified in the purchase agreement.

3. Pricing and Taxes

3.1 Prices are as displayed on the website or in the official quotation and are subject to applicable Goods and Services Tax (GST) and other government levies.

3.2 Additional charges for services such as installation, shipping, and after-sales support will be communicated at the time of purchase.

3.3 The Company reserves the right to revise prices without prior notice, but confirmed orders remain unaffected.

4. Payment Terms

4.1 Payments must be made in full through authorized methods, including card payment, bank transfer, or UPI.

4.2 Payment confirmation is required before the dispatch of the Product unless otherwise agreed in writing.

4.3 Failure to complete payment within the agreed timeline may result in order cancellation or penalties.

5. Delivery Policy

5.1 Products will be delivered to the address provided by the Customer at the time of order placement.

5.2 The Company aims to adhere to estimated delivery timelines but is not liable for delays caused by factors beyond its control.

5.3 The Customer must inspect the Product upon delivery and report any discrepancies within 24 hours.

6. Installation Services

6.1 Installation services are provided by certified technicians upon request, subject to additional charges.

6.2 The Customer is responsible for ensuring the installation site complies with prerequisites provided by the Company.

6.3 Delays or additional costs due to non-compliance with prerequisites will be borne by the Customer.

7. Warranty Terms

7.1 The Product is warranted against manufacturing defects for a period of 1 year from the date of purchase.

7.2 The warranty excludes damages caused by improper use, unauthorized repairs, or natural disasters.

7.3 Claims under warranty must be accompanied by proof of purchase and a description of the defect.

8. Product Returns and Replacement

8.1 Returns are accepted within 3 days of delivery for defective or damaged Products, subject to inspection.

8.2 The Product must be returned in its original packaging, including all accessories and documentation.

8.3 Approved refunds or replacements will be processed within 7 business days.

9. Maintenance and Repairs

9.1 Regular maintenance is recommended to ensure optimal performance of the Product.

9.2 Maintenance services outside the warranty period will be chargeable.

9.3 The Company shall not be responsible for defects arising from unauthorized repairs or the use of non-genuine parts.

10. Limitation of Liability

10.1 The Company's liability is limited to the repair or replacement of defective Products under the warranty.

10.2 The Company shall not be liable for indirect, incidental, or consequential damages arising from Product use.

11. Ownership and Risk Transfer

11.1 Ownership of the Product transfers to the Customer upon receipt of full payment.

11.2 Risk of loss or damage passes to the Customer upon delivery.

12. Intellectual Property

12.1 All intellectual property rights, including trademarks, patents, and software associated with the Product, remain the exclusive property of the Company.

12.2 Unauthorized reproduction or use of the Company's intellectual property is prohibited.

13. Confidentiality and Privacy

13.1 The Company collects personal data solely for transactional purposes in compliance with applicable laws.

13.2 The Customer's personal information will not be shared without consent, except as required by law.

14. Force Majeure

14.1 The Company is not liable for non-performance or delays caused by events beyond its reasonable control, such as natural disasters, strikes, or governmental

actions.

14.2 In such cases, the Company will notify the Customer and make reasonable efforts to fulfill obligations.

15. Dispute Resolution

15.1 Disputes arising under these Terms shall first be resolved through mutual negotiation.

15.2 If unresolved, disputes will be referred to arbitration under the Arbitration and Conciliation Act, 1996, within Mumbai jurisdiction.

16. Governing Law

16.1 These Terms are governed by the laws of India.

16.2 Legal proceedings related to these Terms shall be subject to the jurisdiction of courts in Mumbai.

17. Indemnity

17.1 The Customer agrees to indemnify the Company against claims, damages, or losses arising from misuse of the Product or breach of these Terms.

18. Amendments to Terms

18.1 The Company reserves the right to amend these Terms. Customers will be notified of significant changes, which will apply prospectively.

19. Contact Information

19.1 For queries or support, contact:

- Email: support@neoaccess.in
 - Phone: +91-9920982232
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20. Appendices

20.1 Sample Forms:

- Warranty Claim Form
- Product Return Request Form

20.2 Frequently Asked Questions (FAQs)