

HÄFELE (THAILAND) LIMITED

Terms and Conditions of Product Warranty Digital Door Lock

Main Benefits Summary

- **3-Year Device Warranty for Private Residences* (Calculated from the date on the receipt).**
  **Note: Private Residence refers to the use within a private home or personal condominium unit for residential purposes only. This excludes any commercial or hidden business use, such as short-term rentals (e.g., Airbnb), homestays, or offices. If such misuse is detected, the Company reserves the right to reduce the warranty period to 1 (one) year.*
- **Free Labor Service for the first 3 years (During business hours: Mon-Fri, 08:00-17:00)**
- **Free Travel Fees in the 34 specified provinces for the first 3 years.**
- **Please keep the original receipt / invoice as proof of eligibility for every service request.**

1. Warranty Period

Usage Category	Warranty Period	Remarks
General Residential	3 Years	Effective for products purchased from January 1, 2026, onwards.
Public / Commercial Areas (E.g. condo entrances, shops, offices)	1 Year	Effective for products purchased from January 1, 2026, onwards.

Period Calculation: The warranty starts from the date specified on the receipt or invoice and expires automatically after the specified period, even if the product has not been used / installed during that time.

2. Eligibility Conditions

- Customers must present the original receipt or invoice every time they request service.
- The warranty will automatically expire at the end of the specified period, regardless of whether the product has been used.

3. Scope of Coverage

The warranty covers only defects resulting from manufacturing standards.

A | In-Warranty Cases

- Manufacturing Defects: Internal mechanical malfunctions or material defects clearly verifiable from the factory origin.
- Repair or Replacement Service: For problems caused by production quality within the warranty period.
- Replacement Products: If the original model is discontinued, the Company reserves the right to provide a replacement model with similar core specifications, based primarily on basic functional features and the product's Price Point.
- Price Difference: If the customer requests a replacement model with a higher price than the original, the customer shall be responsible for paying the price difference based on the Company’s standard market price.
- Free Labor: For the first 3 years (During business hours only: Mon-Fri, 08:00-17:00)

B | Out-of-Warranty Exceptions

The warranty does not cover damage caused by the following factors:

- Misuse and Improper Installation: Damage resulting from usage contrary to the product's intended purpose, failure to follow instructions in the manual, or installation in unsuitable environments, such as areas with direct exposure to sunlight or rain.
- Battery Maintenance: The Company strictly recommends using only high-quality Alkaline batteries and inspect them every 6 months.
- Using incorrect battery types or allowing depleted batteries to leak and damage the internal circuitry shall be considered a failure to provide proper maintenance as specified in the manual.
- Emergency Key: Customers are responsible for keeping emergency keys in a safe location outside the installation premises. If keys are lost and the lock must be destroyed to gain entry, the customer shall be responsible for all associated costs.

- Surface and Color Damage: Peeling or fading of the surface/color due to misuse or cleaning with corrosive chemicals contrary to manual instructions.
- Limitation of Liability: The Company shall not be liable for any consequential or incidental damages, including but not limited to damage to other property, loss of opportunity, damage to doors or structures resulting from emergency forced entry, or loss of business profits. The Company's maximum liability is limited solely to the repair of the product or the actual value of the product itself.
- Expired Warranty: If the product exceeds the warranty period, the customer shall be responsible for all costs regarding parts, service fees, and travel fees at the Company's specified rates.

4. Costs for Expired or Out-of-Warranty Cases

If the product is outside the conditions of Section 1 or 3, the customer is responsible for:

- Parts and Product Costs: Replacement of parts or new products as necessary.
- Service Fee and Travel Fee: According to the rates specified in the Service Fees section.

5. Continuous Warranty Conditions

- Continuous Counting: If repairs or part replacements occur, the device warranty still counts continuously from the first purchase date (no extension).
- Part Warranty: Newly replaced parts have a 3-month quality warranty.

> Example:
> If a part is replaced in the 35th month (with only 1 month left on the device warranty), that part still receives a full 3-month warranty, even after the device warranty expires.

6. Conditions for Part Replacement and Product Substitution

- First-Year Consideration: The Company reserves the right to decide whether to "replace specific parts" or "replace the entire set" based on the damage found.
- Discontinued Models: The Company reserves the right to provide a replacement model with equivalent features and standards.

7. Ownership of Replaced Parts

- Parts removed and replaced under warranty become the property of the Company for internal analysis and product quality development.

8. Dispute Resolution

- Any disputes or arguments shall be governed by the laws and sole jurisdiction of the courts of Thailand.

9. Terms for Appointments and On-site Service

- Service Appointment: For on-site inspections or repairs, customers must schedule an appointment at least 2-3 business days in advance. (Except for emergency cases, evaluated by the Company on a case-by-case basis).
- Rescheduling or Cancellation: Customers wishing to reschedule or cancel an appointment must notify the service center at least 24 hours prior to the scheduled time.
- Inaccessibility to Worksite: If the technician arrives at the location at the scheduled time but cannot perform the service due to factors caused by the customer, such as Inability to contact the customer or the customer not being present at the scheduled location, absence of an authorized decision-maker at the installation point or the worksite is not ready for operation.
- Right to Charge Additional Fees: In cases where the service cannot be completed due to the reasons mentioned above, the Company reserves the right to charge standard travel and service fees for the subsequent appointment. This applies even if the product is within the free travel and labor warranty period, to compensate for administrative costs and the loss of opportunity to serve other customers.





Service and Travel Fees

1. Service Fee

Period	Business Hours (Mon-Fri, 08:00-17:00)	After Hours (24/7) – Selected Areas Only*
Years 1–3 (In-Warranty)	Free	Free
Year 4 onwards	800 THB / Visit	1,500 THB / Visit

**After Hours (24/7) service available only in Bangkok, Chonburi, Chiang Rai, and Chiang Mai.*

2. Travel Fee

Area / Condition	Years 1–3 (In-Warranty)	Year 4 onwards
Specified 34 Provinces	Free	At actual cost (Max 2,000 THB)
Other Provinces	Free for first 40 km (Round trip). 10 THB/km from km 41+ (Max 1,000 THB)	At actual cost (Max 2,000 THB)
Islands / Ferries	Actual expenses	Actual expenses
Risk Areas**	+ 1,500 THB Risk Fee	+ 1,500 THB Risk Fee

***Risk Areas include Yala, Pattani, and Narathiwat.*

3. List of 34 Provinces with Free Travel Fees

Region	Provinces
Bangkok & Vicinity	Bangkok, Nonthaburi, Samut Prakan, Pathum Thani, Nakhon Pathom, Samut Sakhon
Northern	Chiang Mai, Chiang Rai, Lampang
Northeastern	Khon Kaen, Nakhon Ratchasima, Udon Thani
Central	Saraburi, Suphan Buri, Samut Songkhram, Phra Nakhon Si Ayutthaya, Nakhon Nayok, Nakhon Sawan, Phitsanulok
Southern	Phuket, Songkhla, Surat Thani, Nakhon Si Thammarat, Trang, Phang Nga, Krabi
Eastern	Chonburi, Rayong, Chanthaburi, Chachoengsao, Prachin Buri
Western	Ratchaburi, Phetchaburi, Kanchanaburi

**Note: Free service rates are suspended, and standard charges apply will apply immediately in the event of a missed appointment or breach of conditions as specified in Section 9.*