

## **Securifi Warranty Policy (Rest of the World - excluding EU and UAE)**

Securifi Inc. (“Securifi”) warrants to the original purchaser only, that the Securifi product (excluding “accessories and sensors\*” sold along with the Securifi product) you purchased (the “Product”) shall be free from defects in materials and workmanship under normal use for a period of one (1) year from the date of retail purchase by the original purchaser (“Warranty Period”).

Accessories and sensors (include but are not limited to power adaptors, stylus, batteries, motion sensors, door & window sensors, peanut plug, almond click buttons and flood sensors) shall be free from defects in materials and workmanship under normal use for a period of 180 days from the date of retail purchase by the original purchaser (“Warranty Period”).

If a hardware defect arises and a valid claim is received by Securifi within the Warranty Period, Securifi will, at its sole discretion (a) exchange the Product with a replacement product(s) (b) accept the return of the Product and refund the money actually paid by the original purchaser for the Product. In the event of a defect, to the extent permitted by law, these are your sole and exclusive remedies.

This Limited Warranty is valid only in the jurisdictions where the Products are sold by Securifi itself or through its authorized reseller or agent, and is valid to the extent permitted by the applicable laws of such jurisdictions. Additionally, Securifi’s warranty cover is not transferable and can be claimed only by the original purchaser.

Any replacement hardware product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer, or for any additional period of time that may be applicable in your jurisdiction.

Securifi provides lifetime free technical support by phone, email and chat irrespective of warranty period. Please visit [www.securifi.com/support](http://www.securifi.com/support) for more information.

### **Obtaining warranty on your product**

To claim the warranty, the owner of the Product must:

1. Notify Securifi of the intention to claim by emailing [support@securifi.com](mailto:support@securifi.com) or calling customer support during the Warranty Period, providing a description of the alleged failure.

2. Provide a dated valid original proof of purchase and other details requested by Securifi customer support team.
3. Obtain a Return Merchandise Authorization Number (“RMA Number”) from Customer Support, and
4. Comply with Securifi’s return shipping instructions.

Your replacement Product will ship as quickly as possible, typically within 7 days, excluding weekends and holidays, after Securifi receives your returned Product.

Securifi will have no warranty obligations with respect to a returned Product if it determines, in its reasonable discretion after examination of the returned Product, that the returned Product is an ineligible Product. Securifi will bear all costs of shipping the returned Product and the replacement Product, except with respect to any Ineligible Product, for which owner will bear all shipping costs. To ensure successful delivery, you are required to ship returned Product(s) using the prepaid return shipping label emailed to you by Securifi. It is your responsibility to retain a copy of the shipping label with the applicable tracking number signed by an agent of the carrier as proof that the possession of the returned product shipment was transferred to the carrier. By sending the original Product(s) to Securifi, you agree to transfer ownership of the original Product(s) to Securifi. All returned Products must be returned either in their original packaging or packaging providing an equal degree of protection, together with proof of purchase.

It is your responsibility to backup any data, software, or other materials you may have stored on the Product. It is likely that such data, software, or other materials will be lost or reformatted when returned, and Securifi is not responsible for any such damage or loss.

### **Geographical Coverage and Validity**

The warranty coverage is applicable only in the country of purchase. Please contact Securifi’s support team for more details.

### **Exclusions**

This Limited Warranty does not cover the following (collectively “Ineligible Products”): (i) Products marked as “sample” or “Not for Sale”, or sold “AS IS”; or (ii) Products that have been subject to: (a) modifications, alterations, tampering, or improper maintenance or repairs; (b) handling, storage, installation, testing, or use not in accordance with

instructions provided by Securifi or the Product's permitted or intended use; (c) damage caused by accident, abuse, misuse, spillage of food or liquid or other external causes; (d) damage caused by operating the Product outside the permitted or intended uses or with improper voltage or a power supply other than the Securifi recommended power supply; (e) breakdowns, fluctuations, or interruptions in electric power or the telecommunications network; or (f) damage caused by service performed by anyone who is not a representative of Securifi. Recovery and reinstallation of software programs and user data are not covered under this Limited Warranty. Unauthorized use of the Product or software can impair the Product's performance and may invalidate this Limited Warranty. This Limited Warranty is void if a Product is returned with removed, damaged or tampered labels or any alterations (including the unauthorized removal of any component or external cover).

This Limited Warranty applies only to the Product manufactured by or for Securifi that can be identified by the "Securifi" trademark, trade name, or logo affixed to it. The Limited Warranty does not apply to any (a) Securifi products and services other than the Product or (b) software, even if packaged or sold with the Product or embedded in the Product. Please refer to the Terms of Service that accompany the Securifi mobile application for details of your rights with respect to its use. Securifi does not warrant that the operations of the Product will be uninterrupted or error-free. Securifi is not responsible for damages arising from failure to follow instructions relating to the Product's use.

No Securifi reseller, agent, or employee is authorized to make any modification, extension, or addition to this Limited Warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

### **Implied Warranties and Conditions**

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES AND CONDITIONS (INCLUDING WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY OR CONDITION, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

## **Limitation of Damages**

IN ADDITION TO THE ABOVE WARRANTY DISCLAIMERS, IN NO EVENT WILL Securifi BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, OR SPECIAL DAMAGES, INCLUDING ANY DAMAGES FOR LOST DATA OR LOST PROFITS, ARISING FROM OR RELATING TO THIS LIMITED WARRANTY OR THE PRODUCT, AND Securifi's TOTAL CUMULATIVE LIABILITY ARISING FROM OR RELATED TO THIS LIMITED WARRANTY OR THE PRODUCT WILL NOT EXCEED THE AMOUNT ACTUALLY PAID FOR THE PRODUCT BY THE ORIGINAL PURCHASER.

## **Statutory Rights**

This Limited Warranty gives you specific legal rights. You may also have other legal rights that vary by state, province, or jurisdiction. Likewise, some of the limitations in this Limited Warranty may not apply in certain states, provinces or jurisdictions. The terms of this Limited Warranty will apply to the extent permitted by applicable law. For a full description of your legal rights you should refer to the laws applicable in your jurisdiction and you may wish to contact a relevant consumer advisory service. This Limited Warranty shall be governed by the laws of the United States and by the laws of the State of Nevada, without giving effect to any conflict of laws principles that may provide the application of the law of the law of another jurisdiction.