

KWIKSET KEVO WARRANTY INFORMATION

Your Kwikset Kevo products are backed by one of the most comprehensive warranty programs available. You can feel confident that with the purchase of Kwikset you have selected the best quality product, backed by the best customer service available. Your Kwikset Kevo deadbolt product comes with a lifetime mechanical and finish warranty along with a 1 year electronic warranty to the original residential user of the product against defects in material and workmanship as long as the original user occupies the residential premises upon which the product was originally installed. This warranty does not cover scratches, abrasions, deterioration due to the use of paints, solvents or other chemicals, abuse, misuse, or product used in commercial applications. The Kwikset Kevo fob product includes a 1 year electronic warranty. Upon return of a defective product to Kwikset Corporation, Kwikset may repair or replace the product with a new or refurbished product at Kwikset's sole discretion. Any product that has been repaired or replaced under this limited warranty will have a warranty coverage for the longer of ninety (90) days or the remaining original warranty period. Kwikset is not liable for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion 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. If any of your Kwikset Kevo products require warranty support, please call us at 1-800-327-LOCK (5625) in the U.S. and Canada. For customers outside of the U.S. and Canada, claims under this warranty must be made only to either the place of purchase or to the listed importer.

KWIKSET KEVO RETURN POLICY

Kwikset is committed to providing the best product experience with your Kwikset Kevo purchase. In the event of a product defect, Kwikset provides two options for replacement, Advanced Exchange or Receive/Ship.

Advanced Exchange: For all qualified replacement requests, Kwikset will immediately send a replacement unit at no cost to you and will email you a prepaid label for return of the defective product. Your Credit Card information will be collected and stored safely and securely. Upon receipt of your return, Kwikset will release the Credit Card information and no charges will be applied. Incomplete or no returns will be subject to credit card charges. Shipping instructions will be included with the prepaid label. Please follow the shipping instructions and use the label provided to return the defective unit to Kwikset at the preprinted address on the label.

Required Kwikset Kevo Product Content: The following must be included with your return in order for the unit to be qualified as complete:



Complete Interior Assembly



Complete Exterior Assembly



FOB

Receive/Ship: Kwikset will ship a replacement unit after receipt of the defective unit at our returns facility. Upon qualification of the product return request, Kwikset will email you a prepaid label along with shipping instructions. Please follow the shipping instructions and use the label provided to return the defective unit to Kwikset at the preprinted address on the label. Upon receipt of your defective unit, Kwikset will ship you a replacement at no cost. Required Kwikset Kevo Product Content: The following must be included with your return in order for the unit to be qualified as complete. Incomplete units may not qualify for product replacement.



Complete Interior Assembly



Complete Exterior Assembly



FOB