

Altima Warranty

Issued By: Smart Haven Systems Private Limited

Effective Date: [Insert Date]

Warranty Coverage for: Altima Core and Altima Elite Products

1. Warranty Coverage

Smart Haven Systems Private Limited ("Company") offers a limited warranty ("Warranty") for Altima Core and Altima Elite products ("Product") purchased directly from authorized sellers. This Warranty covers defects in materials and workmanship under normal use.

1.1 Standard Warranty Duration

Domestic Purchases: 24 months from the date of delivery.

International Purchases: 18 months from the date of delivery.

For both domestic and international buyers, the Warranty may be extended through an **Extended Warranty Plan** purchased separately.

1.2 Extended Warranty

Available for up to an additional 36 months.

Extended Warranty coverage is subject to terms and conditions outlined in the Extended Warranty Agreement.

2. Coverage Details

The Company warrants that the Product will be free from defects in materials and workmanship under the following conditions:

- The Product must be used in accordance with the operating instructions provided by the Company.

- All repairs or replacements under this Warranty will be performed using new or refurbished components that meet the Company's standards for quality and performance.

3. Exclusions from Warranty

This Warranty does **not** cover:

1. Normal wear and tear, cosmetic damage, or ageing of components.
2. Damage resulting from accident, misuse, abuse, neglect, or unauthorized modification of the Product.
3. Damage caused by natural disasters, such as earthquakes, floods, or lightning.
4. Installation errors or damage caused by improper installation by a non-certified installer.
5. Any third-party accessories or components not supplied by the Company.

4. Warranty Claim Process

4.1 Submitting a Claim

To make a Warranty claim, the buyer must:

1. Notify the Company in writing via email to [warranty@smarthavensystems.com] within the Warranty period.
2. Provide proof of purchase, such as a receipt or invoice, and the Product's serial number.
3. Describe the defect or issue with the Product in detail and, if requested, provide photographs or videos for assessment.

4.2 Inspection and Assessment

- Upon receiving a Warranty claim, the Company may require the Product to be shipped to a designated service center for inspection.

- The buyer shall bear the shipping costs for sending the Product for inspection. If the Warranty claim is validated, the Company will reimburse reasonable shipping expenses.

5. Remedies Under Warranty

If a valid claim is made under this Warranty, the Company will, at its discretion:

1. **Repair:** Repair the defective Product or components.
2. **Replace:** Provide a new or refurbished replacement Product or component.
3. **Refund:** If repair or replacement is not feasible, offer a partial or full refund of the purchase price.

Note: Any repaired or replaced component will be covered under the original Warranty period or for 90 days from the date of repair/replacement, whichever is longer.

6. Limitations and Liability

6.1 Limitation of Liability

The Company's total liability under this Warranty shall be limited to the original purchase price of the Product. In no event will the Company be liable for indirect, incidental, or consequential damages, even if advised of the possibility of such damages.

6.2 Force Majeure

The Company shall not be liable for any delays or failure in performance resulting from acts beyond its reasonable control, including but not limited to acts of God, government regulations, war, terrorism, labor disputes, or supply chain disruptions.

7. Transferability

This Warranty is valid only for the original purchaser and is non-transferable, except where applicable under national or international laws.

8. Governing Law and Jurisdiction

This Warranty shall be governed by and construed in accordance with the laws of [India]. Any disputes arising from or related to this Warranty shall be subject to the exclusive jurisdiction of the courts of [Navi Mumbai, India].

9. International Buyers

For international buyers, the Company complies with international warranty regulations, and additional terms may apply depending on local laws and customs requirements. The buyer is responsible for any customs duties, taxes, or fees incurred during the warranty service.

10. Contact Information

For Warranty claims, inquiries, or support, please contact:

Email: warranty@smarthavensystems.com

Phone: +91-XXXX-XXXXXX

Address: Smart Haven Systems Private Limited, [Address]

This Warranty does not affect the statutory rights of consumers under applicable consumer protection laws.

11. Disclaimer

The Company disclaims all other warranties, express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose, to the fullest extent permitted by applicable law. The Company makes no representation or warranty that the Product will meet the buyer's specific requirements or operate uninterrupted or error-free.

12. Consumer Rights

This Warranty does not exclude or limit the statutory rights of consumers as provided by applicable consumer protection laws. In the event of a conflict between this Warranty and local consumer protection laws, the provisions that are more favorable to the consumer shall prevail.

Altima Extended Warranty

Issued By: Smart Haven Systems Private Limited

Effective Date: [Insert Date]

Applicable for: Altima Core and Altima Elite Products

1. Overview

The Extended Warranty ("Extended Warranty") extends the coverage of the Standard Warranty for an additional period as purchased by the customer ("Buyer"). This Extended Warranty is provided by Smart Haven Systems Private Limited ("Company") and is subject to the terms and conditions outlined herein.

2. Extended Warranty Coverage

2.1 Duration

Buyers may purchase an Extended Warranty for an additional period of **12, 24, or 36 months**.

The Extended Warranty coverage begins immediately after the expiration of the Standard Warranty.

2.2 Coverage Details

The Extended Warranty covers:

Defects in Materials and Workmanship: Coverage for defects that prevent the Product from functioning as intended.

Component Failures: Replacement or repair of critical components, including smart lock mechanisms and biometric sensors.

Note: The coverage terms mirror the Standard Warranty, with the exclusions listed in Section 3.

3. Exclusions from Extended Warranty

The Extended Warranty does **not** cover:

1. Normal wear and tear, cosmetic damage, or aging of components.
2. Damage resulting from accidents, misuse, abuse, neglect, unauthorized modification, or installation by non-certified personnel.
3. Environmental damage, such as corrosion, rust, or discoloration caused by harsh environmental conditions.
4. Damage caused by power surges, lightning strikes, or other electrical disruptions.
5. Third-party accessories or components not provided by the Company.

4. Purchasing and Activation

4.1 Eligibility

- The Extended Warranty must be purchased within **30 days** of the original Product purchase date or within the Standard Warranty period.

- Proof of purchase for the Product is required for activation.

4.2 Activation

The Extended Warranty is activated upon successful payment and registration of the Product on the Company's warranty portal at [www.smarthavensystems.com/warranty].

5. Extended Warranty Claim Process

5.1 Filing a Claim

- To file an Extended Warranty claim, the Buyer must:

1. Contact the Company at [warranty@smarthavensystems.com] or call +91-XXXX-XXXXXX.

2. Provide the Product's serial number, proof of Extended Warranty purchase, and a detailed description of the issue.

The Company may request additional documentation, such as photos or videos, to evaluate the claim.

5.2 Inspection and Resolution

The Company reserves the right to inspect the Product to determine the validity of the claim.

Upon approval, the Company will choose to:

Repair: Repair the defective component(s) at no additional cost.

Replace: Provide a new or refurbished replacement unit.

Reimburse: If repair or replacement is not possible, issue a prorated refund based on the remaining warranty coverage.

Shipping Costs: The Buyer may be responsible for shipping costs to the designated service center. If the claim is approved, the Company may reimburse reasonable shipping expenses.

6. Transferability

The Extended Warranty is **non-transferable** and applies only to the original Buyer, except where applicable under local laws.

The Extended Warranty is void if the Product is sold, gifted, or transferred to a third party.

7. Limitations and Liability

7.1 Limitation of Liability

The Company's total liability under this Extended Warranty is limited to the original purchase price of the Product. The Company shall not be liable for indirect, incidental, or consequential damages.

7.2 No Implied Warranties

Except as expressly stated in this document, the Company disclaims all implied warranties, including merchantability and fitness for a particular purpose, to the extent permitted by law.

8. Governing Law and Dispute Resolution

- This Extended Warranty is governed by the laws of [India].

- Any disputes arising under this Extended Warranty shall be subject to the exclusive jurisdiction of the courts in [Navi Mumbai, India].

9. Consumer Rights

This Extended Warranty does not affect the statutory rights of consumers under applicable consumer protection laws. If a provision of this Extended Warranty conflicts with local consumer laws, the more favorable provision to the consumer shall apply.

10. Contact Information

Email: warranty@smarthavensystems.com

Phone: +91-XXXX-XXXXXX

Address: Smart Haven Systems Private Limited, [Address]

Important Notes

1. **Extended Warranty fees** are non-refundable.
2. Buyers are advised to keep all original receipts and documents for verification purposes.
3. The Company recommends professional installation to maintain Warranty validity.

Altima Warranty Claim Form

Smart Haven Systems Private Limited

Warranty Claim Reference Number: [For Internal Use Only]

1. Buyer Information

■ **Full Name:** _____

■ **Contact Number:** _____

■ **Email Address:** _____

■ **Mailing Address:** _____

2. Product Details

■ **Model:** (Select one)

Altima Core

Altima Elite

■ **Product Serial Number:** _____

■ **Date of Purchase:** _____

■ **Place of Purchase:** _____

3. Warranty Information

■ **Warranty Type:** (Select one)

Standard Warranty

Extended Warranty

■ **Warranty Duration:** _____

■ **Proof of Purchase:**

(Please attach a copy of the receipt or invoice)

4. Description of Issue

■ **Date Issue Was First Noticed:** _____

■ **Detailed Description of the Problem:**

■ **Steps Taken to Resolve Issue (if any):**

5. Supporting Evidence

■ **Photographs/Video Evidence:**

(Attach photos or a video showing the issue, if applicable)

■ **Other Relevant Documents:**

(Attach any additional supporting documents)

6. Preferred Resolution Method

- Repair the Product
- Replace the Product
- Refund (subject to Warranty Terms)

7. Shipping and Return Information

■ **Preferred Return Method:** (Select one)

- Self-drop at Designated Service Center
- Courier Service (Buyer to cover initial shipping cost, subject to reimbursement if claim is approved)

■ **Return Address (if applicable):**

8. Declaration

I, the undersigned, declare that the information provided in this form is true and accurate to the best of my knowledge. I understand that providing false or misleading information may void the Warranty claim.

Signature: _____

Date: _____

9. For Internal Use Only

■ **Date Claim Received:** _____

■ **Claim Reviewed By:** _____

■ **Inspection Date:** _____

Resolution: (Select one)

- Approved – Repair
- Approved – Replacement
- Approved – Refund
- Denied

■ **Notes:**

Authorized Signature:

Date: _____

Submission Instructions

1. Please email the completed form and all supporting documents to warranty@smarthavensystems.com.

2. Alternatively, you can mail the form and attachments to:

Smart Haven Systems Private Limited

[Address]
