

# Warranty Information

If you purchased your Kuna Powered Device from one of our retail partners please contact them directly for information regarding their hardware warranty and/or return policy.

## **Kuna One Year Limited Warranty**

BY USING YOUR KUNA HOME SECURITY DEVICES YOU ARE AGREEING TO BE BOUND BY THE TERMS AND CONDITIONS OF THE KUNA ONE (1) YEAR LIMITED WARRANTY (“WARRANTY”) AS SET OUT BELOW. DO NOT USE YOUR PRODUCT UNTIL YOU HAVE READ THE TERMS OF THE WARRANTY. IF YOU DO NOT AGREE TO THE TERMS OF THE WARRANTY, DO NOT USE THE PRODUCT AND RETURN IT WITHIN THE RETURN PERIOD (60 DAYS) AND IN ACCORDANCE WITH KUNA’S RETURN POLICY (See [Return Policy] for more information).

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER LEGAL RIGHTS THAT VARY BY STATE, COUNTRY, OR PROVINCE. THE DISCLAIMERS, EXCLUSIONS, AND LIMITATIONS OF LIABILITY UNDER THIS LIMITED WARRANTY WILL NOT APPLY TO THE EXTENT PROHIBITED BY APPLICABLE LAW. FOR A FULL DESCRIPTION OF YOUR LEGAL RIGHTS YOU SHOULD REFER TO THE LAWS APPLICABLE IN YOUR STATE, COUNTRY, OR PROVINCE.

Kuna’s warranty obligations for this hardware product are limited to the terms set forth below:

Kuna Systems Corp. (“Kuna”) warrants this Kuna home security device and accessories contained in the original packaging against defects in materials and workmanship when used normally and in accordance with Kuna’s technical specifications and users manual for a period of ONE (1) YEAR from the original purchase date (“Warranty Period”).

If during this warranty period a defect arises and you submit a valid claim to Kuna Support (support@getkuna.com) and follow required troubleshooting steps, we will, at our option, either (i) replace the product with a new or refurbished device, or (ii) refund the purchase price of the device.

A replacement device assumes the remaining warranty period of the original device or ninety (90) days from the date of replacement or repair, whichever provides longer Warranty coverage. When a device is exchanged, any replacement item becomes your property and the replaced item becomes Kuna’s property. When a refund or replacement is given, the device for which the refund or replacement is provided must be returned to Kuna and becomes Kuna’s property.

To obtain warranty service for any device that is subject to the foregoing Warranty, the consumer must notify Kuna to obtain a Return Material Authorization (“RMA”) and return the defective device to the address specified by Kuna in connection with the RMA. This Limited Warranty applies only to hardware devices manufactured by or for Kuna that can be identified by the “Kuna” trade name, or logo affixed to them.

**This warranty does not apply:**

- (i) to consumable parts, such as light bulbs, unless failure has occurred due to a defect in materials or workmanship of the Kuna Powered Device itself;
- (ii) to cosmetic damage, including but not limited to scratches, and dents;
- (iii) defects or damage caused by misuse, accident (including, without limitation, collision, fire and the spillage of food or liquid), neglect, abuse, alteration, unusual stress, modification, improper or unauthorized repair, installation, testing, or improper storage;
- (iv) to damage caused by operating the device outside the permitted or intended uses described by Kuna;
- (v) to damage caused by use with non-Kuna devices.

This Limited Warranty only covers damage to Kuna Powered Devices themselves and does not cover any installation or technical costs incurred. This Limited Warranty does not apply to any software, even if packaged or sold with Kuna hardware. Kuna does not warrant that the operation of the device will be uninterrupted or error-free.

Kuna will use reasonable commercial efforts to deliver the devices as described. Kuna is not responsible for damage arising from failure to follow instructions relating to the device's use or installation.

**For Replacements:**

If you feel your Kuna Powered Device is defective or broken, please contact [support@getkuna.com](mailto:support@getkuna.com) within your 1-year hardware warranty.

Customer must then perform routine troubleshooting with our Support and/or Engineering teams to diagnose the issues.

If Kuna finds that the device(s) have a hardware related defect, a replacement can be authorized.

**Customer will be asked to confirm:**

- Where defective device was purchased
- What make and color
- Their preferred shipping address
- Replacement device(s) will then be shipped to the customer

**Replacement Process**

- Shipping shall be paid for by Kuna in the case of Return Merchandise Authorizations (RMAs)
- Upon receipt of the replacement device(s), Customer must return the defective device(s)

- A prepaid return label will be provided to the customer (in box of the replacement unit)
- Defective unit(s) must be returned to Kuna within 2 weeks after replacement is received
- If replaced device(s) are not returned within this period, the customer will be charged the full price of their replacement device(s)

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.