

HÄFELE (THAILAND) LIMITED

Warranty Terms and Conditions for Residential Digital Door Locks

1. The standard Häfele warranty coverage for digital door locks in residential applications is 3 years, effective from January 1st, 2024. If the same locks are used for commercial or public spaces such as building entrances, retail stores and offices spaces, the warranty coverage is reduced to 1 year only.
2. The warranty period starts on the date of purchase. Please provide the purchase documents (invoice, receipt) along with any Häfele warranty certificates when requesting warranty claims. The product warranty card and/or the original invoice must be kept in their entirety by the customer. The warranty period automatically ends after the time of coverage specified in item 1 expires, no matter whether the product has been used or not.
3. The warranty covers any manufacturing defects of the product. The coverage excludes any defects caused by the customer's misuse or improper usage contradicting with the published or informed Häfele product usage instructions. For instance, the warranty does not cover batteries, or any damage caused by leaking batteries due to using the wrong type or failure to replace them within the time specified.
4. If the product has exceeded the warranty period specified under item 1, or the warranty is excepted as per item 3; any costs for repairs and/or replacement parts will be charged to the customer. In case the product contains a mechanical emergency key that was lost or left in the room, the costs of replacement parts will be chargeable as well. For Häfele on-site services an additional service and transportation charge will arise.
5. In the event of a warranty repair using replacement parts, the overall product warranty will not change. Though Häfele reserves the right to extend the warranty in some cases starting from the date the product is repaired or replaced. Additionally, the warranty period covers the time needed to replace or repair the product under warranty.
6. In case the product is no longer manufactured and available for sale, Häfele reserves the right to provide a substitute product with comparable features and standards.
7. Any parts or components replaced under the warranty will belong to Häfele and will be used internally for further product improvement analysis.
8. In case of any dispute, this warranty statement is subject to the jurisdiction of Thai Courts only.

Standard Service Rates

1. Product Installation

- 1.1. The installation fee is 1,500 THB per unit.
- 1.2. Transportation costs are calculated by taking into consideration the actual cost, which cannot exceed 1,000 in warranty period, After the 3rd year, they are calculated at actual cost but not exceeding 2,000 baht.
 - No transportation charges for: Bangkok and its vicinities, include Nonthaburi, Samutprakan, Pathumthani, Nakhonpathom, Samutsakhon
 - Remaining provinces: the first 40 kilometers are free of charge for the round-trip. From 41 kilometers onward, the cost is 7 baht per kilometer, calculated from the Häfele showroom nearest to the location.
 - Actual costs will be charged in areas where taking a passenger ferry is necessary, such as ferries across islands.
 - Areas of Yala, Pattani, Narathiwat provinces have an extra charge for hazard pay of 1,500 THB.

2. Product Services

- 2.1. Services during regular business hours (Mon - Fri: 08:00 - 17:00).
 - The service is free for the first three years under the product's warranty coverage. After the third year there's a service charge of 800 THB per device.
- 2.2. Services during non-business hours (24/7 Service) are only available in Bangkok.
 - The service is free for the first three years under the product's warranty coverage. After the third year there's a service charge of 1,500 THB per device.
- 2.3. Transportation costs are calculated by taking into consideration the actual cost, which cannot exceed 1,000 in warranty period, After the 3rd year, they are calculated at actual cost but not exceeding 2,000 baht.
 - No transportation charges for: Bangkok and its vicinities, include Nonthaburi, Samutprakan, Pathumthani, Nakhonpathom, Samutsakhon
 - Remaining provinces: the first 40 kilometers are free of charge for the round-trip. From 41 kilometers onward, the cost is 7 baht per kilometer, calculated from the Häfele showroom nearest to the location.
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