



Policy Statement

Version 2020-V1.0 • October 2020

Copyright © October 2020, Carrier Fire & Security EMEA

Introduction

This Return and Warranty Policy Statement applies to Onity equipment purchased directly from Onity in EMEA. If you have acquired Onity equipment through a distributor, return the equipment to the place of purchase.

Onity can, at any time and at sole discretion, amend this policy from time to time, please contact your local sales office or customer service for the latest available version.

Effective date of this policy: October 1st, 2020.

Returning Onity products

Before you can return any product to Onity, you must obtain a return material authorization (RMA). This applies to all products, including warranty repairs, non warranty repairs, and stock returns.

Products returned without an RMA number shall not be processed and will be returned to you at your expenses.

To obtain a warranty or out of warranty RMA repair, contact your technical support service department.

To request RMA, you need the product number, date of purchase and a return reason with clear fault description. Proof of purchase is required to get a warranty service.

Once you have received the RMA, repackage the product appropriately (see packing your shipment) and attach the RMA acknowledgement form on the outside of the package. Send the product to the address shown in the documentation provided by Onity. All products must be returned freight prepaid DAP Oiartzun, Spain, except for cases where products are returned within the warranty periods indicated below or during the term of active maintenance contract with us. In these two aforementioned cases we will arrange the collection of the products at our expense within 30 days of obtaining an RMA,

Customer will bear the cost of the return of the product once repaired. Return will be arranged via our standard shipping method unless otherwise stated by the customer.

Onity does not accept any cost which would result from the purchaser / buyer conducting wrong, incomplete or inefficient formalities in connection with the import / export of the products.

Packing your shipment

Protecting the value of returned products by packaging and shipping them correctly is your responsibility. We reserve the right to deny warranty coverage for any damage caused by failing to meet the following packaging requirements:

- Do not write or tape on the original product packing
- All electronic components must be taped and/or contained in their original electrostatic protective packaging or an equivalent substitute.
- All parts must be packed securely inside the external shipping carton to prevent mechanical damage.
- External packaging must be sufficient to protect the contents from the usual hazards of shipping.

Warranty repair/replacements

Subject to the terms of the limited warranty section below, Onity will repair or replace a product that fails to meet the terms provided, within the product's warranty period as set out below.

Unless otherwise required by applicable law or agreed between Onity and the purchaser of the product, the warranty period varies based on product category and type of equipment, as shown in table 1 on page 2 of this policy.

The warranty period starts from the actual product delivery date. To cover for the average time between shipping and installing, 2months will be added to the published warranty period.

For all warranty repairs, Onity will cover parts and labor of the repair of the product. We will return equipment via our standard shipping method

Faulty from new (FFN)

Onity will provide a new product free of charge in case a product fails new out of the box within 90 days after invoice date. A copy of the original invoice and a clear fault description are required to request RMA and a FFN replacement. All products shall be returned to us with all accessories supplied and in its original state and packaging, incomplete Products will not be accepted. For any and all FFN product Returns, please contact Onity Customer service.

For all out of warranty repairs, Onity will apply a product specific flat rate repair price that includes charges for parts, labor and return shipping. Contact your local customer service for repair prices.

Out of warranty repairs are granted an extended warranty of 6 months from the repair date.

Product warranty periods

Product warranty periods lists warranty durations for most Onity equipment, sorted by category.

For items that do not appear in product warranty periods, contact Customer Service or your sales rep for the applicable policy.

Stock returns

RMA requests for unused stock returns (i.e. new, unused standard production items in original unopened shipping carton and in reselling condition) must be made not later than 30 days after the invoice date. Any such request will be subject to a product specific case-by-case approval process by Onity.

Note: Stock returns are not accepted for special orders and custom products, kits, software or batteries

	Products	Warranty
Access	Electronic locks, In room safes, Energy Management systems, minibars, e-cylinders.	1 year

Limited Warranty

- A. Onity warrants that its products are free from defects in workmanship and materials, and will be in accordance with Onity’s standard specifications, subject to the terms of this limited warranty. With respect to any product furnished by Onity, the foregoing shall apply only to meet said warranty that appear within the applicable warranty period set forth in this Policy. The warranty is given only to the original purchaser and does not extend to any other party. Onity is not responsible for conditions or applications over which Onity has no control. Defects or problems as a result of such conditions or applications are not the responsibility of Onity. Such conditions include normal wear and tear; catastrophe; fault or negligence of the user or a party other than Onity; improper installation, application, storage, maintenance, or use of products; other causes external to products; or failure to conform to any applicable recommendations of Onity. The warranty does not cover, and Onity does not warrant, batteries of any type used in connection with other products furnished. To the extent that any product includes firmware, whether included in a product furnished hereunder or provided separately, Onity warrants that such firmware will, at the time of delivery by Onity and for a period of 90 days thereafter, conform in all material respects to Onity documentation relating to such firmware.
- B. If any product fails to meet the limited warranty, Onity shall, at its option, correct any such failure by repairing any defect or damaged parts of damaged products, or make available, CPT shipping point, any necessary repaired or replacement parts. Onity reserves the right to replace any product under warranty with new or remanufactured product. Onity will not be responsible for any costs (including labor cost) associated with the removal, disinstallation or reinstallation of products incurred by the original purchaser or any other party. The repaired or replaced products will be warranted under the terms of the limited warranty for the balance of the term of the warranty or for 12 months, whichever is longer. For any warranty claim, purchaser / buyer should contact customer service and request authorization to return the product.
- C. The preceding subsections of this limited warranty set forth the exclusive remedies for claims based on any defect, failure, malfunction, or any other performance or nonperformance of any product, whether the claim is in contract, indemnity, warranty, tort (including negligence), strict liability or otherwise, and however instituted. Upon expiration of the applicable limited warranty period, any liability of Onity in connection with such exclusive remedies shall terminate, and purchaser / buyer shall have 30 days after the warranty period to give written notice of any defects, failures, malfunctions, or other performance or nonperformance issue that appeared during the warranty period. In no event shall Onity be liable for incidental, indirect, special or consequential damages. To the fullest extent permissible by law, the foregoing limited warranty is exclusive and in lieu of all other warranties, whether written, oral, implied or statutory. Subject to applicable law, in no event shall the liability of Onity exceed the purchase price of the products. **NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE SHALL APPLY.**