

Home Automation Agreement
Terms & Conditions



This Home Automation Agreement or "Agreement" is between NRG Connected Home, LLC d/b/a Reliant Inc. and the participating customer ("You") for a home automation system (the "System") purchased from or provided by Reliant. The System may include hardware and devices such as a thermostat, smart plugs, connected light bulb, and gateway or other devices that may be purchased from time to time by you ("System Hardware") and includes web portal and remote access for the Conserve, Automate or View subscriptions to control the System Hardware.

- To maintain the full terms of your Home Automation agreement, you must have full and complete authority to agree to be a participant/subscriber under this Agreement. In order for your System Hardware to work in its present design, you must also subscribe to the Conserve, Automate or View subscription ("referred to generally as a Home Automation Subscription."). If you are enrolling in a Reliant Energy Retail Services LLC retail electricity plan with a Home Automation Subscription, you will be receiving the retail electricity terms and conditions in a separate document. If you are already a Reliant Energy Retail Services LLC retail electricity customer, then your retail electricity terms and conditions were provided when you enrolled. This Home Automation Agreement applies to the Home Automation products purchased and the applicable Home Automation System selected, Conserve, View or Automate. Whether you are purchasing the products with a Reliant Energy Retail Services LLC retail electricity plan or after you have already enrolled in a retail electricity plan, your selected subscription will begin upon the shipment of your purchased System Hardware. At the end of the electricity term, your Home Automation subscription contract will continue on a month-to-month basis and will continue until this Agreement is terminated as provided in this Agreement or by either party. The fees in Paragraph 5 shall apply on a month-to-month basis regardless whether your subscription was included as an incentive for the initial term. This Agreement does not limit or otherwise affect Reliant Energy Retail Services LLC's rights and obligations under the Terms of Service for your electricity plan, and termination of this Agreement will not impact or modify your electricity plan.
- For Online Purchases, please note that when purchasing a product through the online store (shop.nrg.com) you may be charged for the subscription that corresponds to your hardware purchase. If you choose to buy a thermostat, connected light bulb or smart plug, then the Conserve subscription will be added to your monthly Reliant Energy Retail Services LLC invoice. If you choose to buy a door lock, garage door opener or image sensor, with or without the Conserve subscription products, then the Automate subscription will be added to your monthly Reliant Energy Retail Services LLC invoice. If you choose to buy a video camera, with or without the Automate or Conserve subscription products, then the View subscription will be added to your monthly Reliant Energy Retail Services LLC invoice.
- The System Hardware that you purchase or receive will be mailed to your service address and you agree to be responsible for installing the System Hardware. You will own the System Hardware and you will be fully responsible for any damage to the System Hardware after receipt at your residence. You agree to follow any basic set-up instructions for the System Hardware as directed by Reliant and the System Hardware manufacturer. Information regarding the System Hardware requirements is described in the System Hardware Addendum, which is attached as a part of this Agreement. The System may only provide estimates of your electricity billing and usage and your electricity invoice will continue to reflect the actual usage and bill amounts due for your electricity service. You agree to use the System only for the purpose described in this Agreement.
- Payment for all System Hardware purchased in addition to an electricity plan must be made by credit card at the time of purchase. Your System Hardware will ship to you within 3 weeks following your purchase. You are required to fulfill any deposit before receiving your System Hardware. In the event you do not fulfill your deposit, then any funds paid toward a System Hardware purchase will be refunded. Credit card refunds may take up to 7 days. Your System Hardware may be returned for a full refund in factory-sealed packaging within 30 days; if returned in non-factory-sealed packaging, you will receive a full refund; however, you may be charged a 20% restocking fee, which will appear on your monthly invoice.
- The following explains how to exchange defective products and whether Reliant or the manufacturer must be contacted.
 - Within 30 days of purchase: You may request a return shipping label from Reliant and refund by calling 1.844.295.5556.
 - After 30 days of purchase (gateway and thermostat): You may request from Reliant a return shipping label and replacement for the duration of the 1 year warranty by calling 1.844. 295.5556.
 - After 30 days of purchase (other hardware devices): Reliant doesn't offer any warranties associated with the sale of these products. The exchange of defective units will follow the manufacturer's warranty, as described in the System Hardware addendum.
- You agree to pay all applicable monthly charges specified for your Conserve, Automate or View subscriptions (including all taxes and all early-termination fees) on or before the due date indicated on each monthly or other periodic bill. You also agree that all specified charges for your subscriptions may be included on your monthly bill, in addition to any applicable electricity charges. The monthly fee for the Conserve subscription is \$2.99 plus tax. The monthly fee for the Automate subscription is \$6.99 plus tax. The monthly fee for the View subscription is \$9.99 plus tax. All monthly fees are subject to any discounts or incentives agreed to upon enrollment. Any discount or incentive offered with a specified Reliant Energy Retail Services LLC electricity plan is subject to change if you choose to change electricity plans or providers. Your monthly fees may change as you add System Hardware, and you may cancel your subscription at any point. Any additional or incremental monthly fees may be included on your monthly bill. Payments made on your Reliant Energy Retail Services LLC account will be applied to all charges for your electricity service first and then to your Home Automation subscription fees. If you fail to timely pay these subscription charges, or if you otherwise breach the terms of this Agreement, your Conserve, Automate or View subscriptions may be suspended or terminated under this Agreement. If you cancel your electricity plan for any reason prior to the end of the Term, then you agree to pay Reliant an early termination fee of \$295.00.
- Reliant reserves the right to terminate, suspend or modify the System or modify or upgrade the capabilities of the System at any time in its discretion. Reliant also reserves the right to modify this Agreement at any time. We will provide you with written notice at least 14 days before any material changes to this Agreement take effect, including any changes to the monthly subscription fees at the end of the Initial Term. Reliant will not have any further obligation to you under this Agreement or with respect to the System after termination of your participation under this Agreement for any reason, including, without limitation, removal or reinstallation of any thermostat or other System Hardware, except as otherwise expressly provided in this Agreement. If you received the System Hardware as an incentive, you may be obligated to pay Reliant the full cost of the System Hardware as determined by Reliant. Any System Hardware retained after termination of this Agreement may not work in its present or then current design with other electricity plans or providers and may no longer work with the System.
- You do not own or have any right, title and interest in or to the web portal, the mobile app or any portion thereof, including software and services, or any right, title or interest in or to any logos, trademarks, service marks, trade names, graphics and logos or other intellectual property associated with the System or of Reliant or any third party.
- You will not or allow anyone under your control to, modify, adapt, translate, prepare derivative works from, decompile, reverse engineer, disassemble or otherwise attempt to derive source code from the System, or to extract portions of the System for use in other applications.
- The web portal and mobile app are made available and managed by Alarm.com. Alarm.com will have access to your Reliant account information in order to support the Conserve, Automate or View subscriptions. You will be provided with access to the web portal and mobile app made available and managed by Alarm.com on the condition that you agree to all of Alarm.com's terms and conditions governing use of the System, including any disclaimers and exclusions of warranties. Your customer account information will be kept confidential and will only be used in conjunction with this System. This Agreement also requires that you have broadband internet service and that your System Hardware communicates using WiFi, the Z-Wave standard, and a proprietary 900 MHz (megahertz) protocol. You may encounter interference if you have other 900 MHz devices deployed in your residence.
- YOU RELEASE AND AGREE TO HOLD HARMLESS AND DEFEND RELIANT, ALARM.COM AND THEIR RESPECTIVE AFFILIATES, EMPLOYEES, OFFICERS, DIRECTORS, CONTRACTORS AND AGENTS (COLLECTIVELY, THE "RELIANT GROUP") FROM AND AGAINST ANY AND ALL CLAIMS, DEMANDS, SUITS AND CAUSES OF ACTION, AND ANY RELATED LIABILITY, DAMAGES, COSTS AND EXPENSES ARISING IN ANY MANNER OUT OF THE SYSTEM OR THIS AGREEMENT OR ANY INSTALLATION, IMPLEMENTATION, MODIFICATION, UPGRADE, USE, RETURN, REPAIR, MAINTENANCE OR REMOVAL OF THE SYSTEM (INCLUDING THE SYSTEM HARDWARE, SOFTWARE AND MONTHLY SERVICES), INCLUDING ANY DAMAGE, DESTRUCTION OR MISUSE OF SYSTEM HARDWARE, EXCEPT TO THE EXTENT RESULTING FROM THE NEGLIGENT ACTS OR OMISSIONS OF THE RELIANT GROUP. WITHOUT LIMITATION OF THE FOREGOING INDEMNITY, YOU DO NOT HAVE ANY AUTHORITY FROM THE RELIANT GROUP TO USE THE SYSTEM, INCLUDING SYSTEM HARDWARE, IN ANY CIRCUMSTANCE WHERE THE SYSTEM AND/OR THE SYSTEM HARDWARE'S FAILURE TO PERFORM CAN REASONABLY BE EXPECTED TO RESULT IN PHYSICAL INJURY, LOSS OF PROPERTY, OR IN LOSS OF LIFE, AND YOU AGREE THAT ANY SUCH USE IS ENTIRELY AT YOUR OWN RISK.
- TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, AND NOTWITHSTANDING A FAILURE OF THE ESSENTIAL PURPOSE OF ANY LIMITED REMEDY, IN NO EVENT WILL THE RELIANT GROUP BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES ARISING OUT OF OR IN ANY WAY RELATING TO THIS AGREEMENT OR THE USE OF OR INABILITY TO USE THE SYSTEM (INCLUDING THE SYSTEM HARDWARE, SOFTWARE AND SERVICES), INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF GOODWILL, WORK STOPPAGE, LOST PROFITS, PHYSICAL DAMAGE, LOSS OF DATA, COMPUTER FAILURE OR MALFUNCTION, LOSS OF OR INTERRUPTION IN SYSTEM USE, OR ANY AND ALL OTHER DAMAGES OR LOSSES, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, AND REGARDLESS OF THE LEGAL OR EQUITABLE THEORY (CONTRACT, TORT OR OTHERWISE) UPON WHICH THE CLAIM IS BASED.
- EXCEPT FOR ANY WARRANTIES PROVIDED BY EACH SYSTEM HARDWARE MANUFACTURER WITH RESPECT TO THE SYSTEM HARDWARE, THE RELIANT GROUP MAKES NO REPRESENTATIONS OR WARRANTIES WITH RESPECT TO THE SYSTEM, INCLUDING THE SYSTEM HARDWARE, SOFTWARE AND ENERGY MANAGEMENT OR HOME AUTOMATION SERVICES, AND THE RELIANT GROUP EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE SYSTEM (INCLUDING THE SYSTEM HARDWARE, SOFTWARE AND ENERGY MANAGEMENT OR HOME AUTOMATION SERVICES), INCLUDING MERCHANTABILITY, CONFORMITY TO MODELS OR SAMPLES AND FITNESS FOR A PARTICULAR PURPOSE.
- In order for Reliant to effectively communicate with you regarding the System, you agree to provide an email address and you agree to receive emails from Reliant for any purpose relating to this Agreement. You also agree that we may call you at the phone number you provide on your account. You agree that calls may be made using any method, including autodialing equipment, an artificial or recorded voice, or via text or email messages sent to wireless devices. You will be responsible for any charges from your wireless provider for text or email messages to your wireless device. You are required to notify us if your email address or phone number changes. You can choose to change your email address through the web portal. Changing your email address through the web portal will not change or update the email address on your Reliant Energy Retail Services LLC account.
- Sections 5, 6, 7, 9, 10 and 11 of this Agreement shall survive any termination of this Agreement and your Conserve, Automate, or View subscriptions. The Surviving Sections of this Agreement will continue in full force and effect.
- This Agreement constitutes the entire agreement between you and Reliant with respect to the subject matter hereof and supersedes and replaces all prior or contemporaneous understandings or agreements, written or oral, regarding such subject matter. Any waiver of any provision of this Agreement will be effective only if in writing and will apply only to the section(s) waived. The remainder of the Agreement will remain in full force and effect.
- SHOULD YOU BE UNWILLING TO ACCEPT THESE TERMS AND CONDITIONS PLEASE NOTIFY RELIANT WITHIN 3 DAYS OF RECEIPT AND YOUR SERVICE WILL NOT BE ACTIVATED. ABSENT SUCH NOTIFICATION YOU ACKNOWLEDGE THAT YOUR PURCHASE RECEIPT AND USE OF THE SYSTEM HARDWARE AND YOUR USE OF THE WEB PORTAL AND MOBILE APP ARE SUBJECT TO EACH OF THE TERMS AND CONDITIONS DESCRIBED IN THIS AGREEMENT.

HOME AUTOMATION SYSTEM HARDWARE ADDENDUM

System Hardware applied to your System may consist of any or all of the following products which may be purchased separately as set forth in the Home Automation Agreement: Reliant branded gateway, Reliant branded thermostat, Alarm.com Wireless IP Camera (ADC-V520), Alarm.com Wireless Pan/Tilt Mega Pixel Camera (ADC-V620PT), Alarm.com Image Sensor (ADC-IS-200-LP), Domitech Z-Wave LED light bulb (dtA19-750-27), JASCO smart plugs (45703 Fluorescent & Appliance module, 45702 Lamp module), GE smart plugs (45603 Fluorescent & Appliance module, 45602 Lamp module), Kwikset SmartCode Deadbolt lock (KWK 914), Kwikset SmartCode Lever lock (KWK 912), LiftMaster MyQ Universal Garage Door Opener (821LM), GoControl Light Bulb – formerly LinearLinc Bulb (LB60Z-1). Warranties applicable to these products are set forth below.

Limited Warranty Coverage: Reliant branded gateway and thermostat, Alarm.com IP video cameras, Alarm.com image sensor, GoControl Light Bulb

Reliant's obligations for the Reliant branded gateway and thermostat, Alarm.com IP video cameras and image sensor and the GoControl Light Bulb are limited to the terms set forth below:

Reliant warrants this product to be free from defects in the workmanship or materials, under normal use and service, for 1 year from the time of consumer purchase. If at any time during the warranty period the product is determined to be defective Reliant shall replace it with a product that is at least functionally equivalent to the original product. The gateway and thermostat must have been purchased from or provided by Reliant for this warranty to apply.

This warranty does not cover removal or reinstallation costs and does not extend to consequential or incidental damage to other products that may be used with this product. This warranty shall not apply to defects caused by improper use or mishandling of the gateway or thermostat while in your possession.

Reliant does not warrant that the operation of any product will be uninterrupted or error-free. Reliant is not responsible for any damage that occurs as a result of your failure to follow the instructions that came with the product.

EXCEPT AS EXPRESSLY PROVIDED IN THIS LIMITED WARRANTY, RELIANT MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. RELIANT EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW, TO THE EXTENT THAT THEY CANNOT BE LAWFULLY DISCLAIMED OR EXCLUDED UNDER APPLICABLE LAW, ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. SOME STATES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU.

These terms and conditions constitute the complete and exclusive warranty agreement between you and Reliant regarding the above-described Reliant branded product or Alarm.com product you have purchased or received from Reliant. These terms and conditions supersede any prior agreements or representations – including representations made in sales literature or advice given to you by Reliant or an agent or employee of Reliant – that may have been made in connection with your purchase of the Reliant branded product, Alarm.com IP video camera and image sensor or the GoControl Light Bulbz. For any Reliant branded product, GoControl Light Bulbz, Alarm.com camera or image sensor to be covered under this warranty, it must have been purchased from or provided by Reliant.

If the product is found to be defective within the warranty period, please contact Reliant support at 1.844.295.5556. If the support agents are unable to resolve your problem, Reliant will have a replacement product shipped to you and provide you with a return shipping label with instructions on how to return the defective product. Warranty on replacements will expire at the end of the 1-year warranty period as determined by the original purchase date or receipt of product.

If the product is found to be defective within the warranty period, please contact Reliant support at 1.844.295.5556. If the support agents are unable to resolve your problem, Reliant will have a replacement product shipped to you and provide you with a return shipping label with instructions how to return the defective product. Warranty on replacements will expire at the end of the 1 year warranty period as determined by the original purchase date or receipt of product.

Exclusions and Limitations—Reliant branded products, GoControl Light Bulbz, Alarm.com Cameras and Image Sensors

This Limited Warranty applies only to the Reliant branded hardware components of the system, GoControl Light Bulbz and Alarm.com products specifically delineated in the first paragraph of this Home Automation System Hardware Addendum.. This Limited Warranty does not apply to any non-Reliant branded hardware product or any software, even if it is used in conjunction with the Reliant hardware products, except for the GoControl Light Bulbz, and the Alarm.com video camera and image sensors specifically delineated . Non-Reliant Home Manufacturers or suppliers may provide a separate warranty for their own products packaged with the Reliant branded hardware products.

RELIANT IS NOT LIABLE FOR ANY DAMAGE OR LOSS TO ANY PROGRAMS, DATA, OR OTHER INFORMATION STORED ON OR CONNECTED TO ANY RELIANT BRANDED HARDWARE PRODUCT, OR ANY NON-RELIANT HOME PRODUCT OR PART NOT COVERED BY THIS LIMITED WARRANTY.

THIS LIMITED WARRANTY FOR YOUR RELIANT-BRANDED HARDWARE, GOCONTROL LIGHT BULBZ OR ALARM.COM PRODUCT DOES NOT APPLY: (A) TO DAMAGE CAUSED BY ACCIDENT, ABUSE, MISUSE OR MISAPPLICATION (B) TO DAMAGE CAUSED BY SERVICE PERFORMED BY ANYONE OTHER THAN RELIANT; (C) TO A PRODUCT OR PART THAT HAS BEEN MODIFIED WITHOUT THE WRITTEN PERMISSION OF RELIANT; OR (D) IF ANY SERIAL NUMBER HAS BEEN REMOVED OR DEFACED.

IF YOUR RELIANT-BRANDED HARDWARE, GOCONTROL LIGHT BULBZ OR ALARM.COM PRODUCT FAILS TO WORK AS WARRANTED ABOVE, YOUR SOLE AND EXCLUSIVE REMEDY SHALL BE REPLACEMENT. RELIANT’S MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE COST OF REPLACEMENT OF ANY RELIANT BRANDED HARDWARE COMPONENTS, GOCONTROL LIGHT BULBZ OR ALARM.COM PRODUCT THAT MALFUNCTIONS UNDER CONDITIONS OF NORMAL USE.

RELIANT IS NOT RESPONSIBLE FOR ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS OR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, OR ANY OTHER LEGAL THEORY INCLUDING ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON OR TRANSMITTED BY THE PRODUCT. RELIANT IS NOT RESPONSIBLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY.

THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT OR A CLAIM IS MADE UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM, OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED RELIANT OR AN AUTHORIZED REPRESENTATIVE OF RELIANT OF THE POSSIBILITY OF ANY SUCH DAMAGES. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PERSONAL INJURY.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE. YOU ARE ADVISED TO CONSULT APPLICABLE STATE LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS

WARRANTIES APPLICABLE TO OTHER PRODUCTS OFFERED WITH HOME AUTOMATION AGREEMENT

Domitech Z-Wave LED light bulb (dtA19-750-27)

Domitech Products warrants that for the warranty period, this product will be free from material defects in materials and workmanship. The foregoing warranty is subject to the proper installation, operation and maintenance of the product in accordance with installation instructions and the operating manual supplied to customer. Warranty claims must be made by customer in writing within 30 days of the manifestation of a problem. Domitech’s sole obligation under the foregoing warranty is to repair, replace or correct any such defect that was present at the time of delivery, or to remove the product and to refund the purchase price to customer. The warranty does not extend to consequential or incidental damage to other products that may be used with this product. For inquiries and customer service, email to support@domitechproducts.com

Warranty period: limited 1 year from date of purchase

Customer should contact Domitech directly

Domitech Products, LLC

2140 E. Southlake Blvd., Suite L-312
Southlake, Tx 76092
Smart Bulb_06232014_En_v1.0

JASCO and GE smart plugs (JASCO 45703 Fluorescent & Appliance module, JASCO 45702 Lamp Module, GE 45603 Fluorescent & Appliance module, GE 45602 Lamp module)
A LIMITED TWO-YEAR MANUFACTURER’S WARRANTY IS PROVIDED BY JASCO FOR THE SMART PLUG (JASCO 45703 FLUORESCENT & APPLIANCE MODULE, JASCO 45702 LAMP MODULE, GE 45603 FLUORESCENT & APPLIANCE MODULE, GE 45602 LAMP MODULE). THIS IS THE ONLY WARRANTY THAT APPLIES TO THE SALE OF THIS PRODUCT , AS NEITHER RELIANT ENERGY RETAIL SERVICES LLC NOR RELIANT OFFERS ANY WARRANTIES ASSOCIATED WITH THE SALE OF THIS PRODUCT.

JASCO WARRANTY

JASCO Products warrants this product to be free from manufacturing defects for a period of two years from the original date of consumer purchase. This warranty is limited to the repair or replacement of this product only and does not extend to consequential or incidental damage to other products that may be used with this product. This warranty is in lieu of all other warranties, expressed or implied. Some states do not allow limitations on how long an implied warranty lasts or permit the exclusion or limitation of incidental or consequential damage, so the above limitations may not apply to you. This warranty gives you specific rights, and you may also have other rights that vary from state to state. Please contact Customer Service at 1.800.654.8483 (option 4) between 7:30AM – 5:00PM CST or via our website (www.jascoproducts.com) if the unit should prove defective within the warranty period.

JASCO Products Company

Building B
10 E. Memorial Road
Oklahoma City, OK 73114FCC
U2Z45602-3

Kwikset SmartCode Deadbolt lock (KWK 914), Kwikset SmartCode Lever lock (KWK 912)

A LIMITED 1-YEAR MANUFACTURER’S WARRANTY IS PROVIDED BY KWIKSET FOR KWIKSET SMARTCODE DEADBOLT AND SMARTCODE LEVER. THIS IS THE ONLY WARRANTY THAT APPLIES TO THE SALE OF THIS PRODUCT AS NEITHER RELIANTENERGY RETAIL SERVICES LLC NOR RELIANT OFFERS ANY WARRANTIES ASSOCIATED WITH THE SALE OF THIS PRODUCT.

KWIKSET WARRANTY

This product comes with a lifetime mechanical and finish warranty to the original residential user of Kwikset against defects in material and workmanship as long as the original user occupies the residential premises upon which the product was originally installed. One-year electronic warranty. This warranty DOES NOT COVER scratches; abrasions; deterioration due to the use of paints, solvents or other chemicals; abuse; misuse; or product(s) used in commercial applications. Upon return of a defective product to Kwikset Corporation, Kwikset may repair or replace the product or refund the purchase price. 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 a mechanical or finish defect occurs, please call 1.800.327.LOCK (5625) in the U.S. and Canada or return it to Kwikset Corporation, Consumer Services, 19701 Da Vinci, Lake Forest, CA 92610. 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 Corporation

Consumer Services
19701 Da Vinci
Lake Forest, CA 92610
1.800.327.LOCK

LiftMaster MyQ Universal Garage Door Opener (821LM)

A LIMITED 1-YEAR MANUFACTURER’S WARRANTY IS PROVIDED BY LIFTMASTER FOR THE LIFTMASTER 821LM UNIVERSAL GARAGE DOOR OPENER. THIS IS THE ONLY WARRANTY THAT APPLIES TO THE SALE OF THIS PRODUCT AS NEITHER RELIANT ENERGY RETAIL SERVICES LLC NOR RELIANT OFFERS ANY WARRANTIES ASSOCIATED WITH THE SALE OF THIS PRODUCT.

ONE-YEAR LIMITED WARRANTY

Liftmaster, Inc. warrants to the first consumer purchaser of this product that is free from defect in materials and/or workmanship for a period of 1 year from the date of purchase. Chamberlain and LiftMaster are trademarks of Chamberlain Group.

The Chamberlain Group, Inc.

845 Larch Ave.
Elmhurst, IL 60126-1196

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