

Warranty and Refund Policy

By using your BenjiLock by Hampton™ hardware (“Device”) you are agreeing to be bound by the terms of the BenjiLock by Hampton one (1) year Limited Warranty (“Warranty”) set forth below. Do not use your Device until you have read the terms of this Warranty. If you do not agree to the terms of this Warranty, return your Device in its original, unused condition within thirty (30) days of the date of purchase, or within the return period provided by your place of purchase, whichever is longer, for a refund. This Warranty applies only to Devices purchased from BenjiLock, Hampton, or from one of its authorized resellers or distributors.

- **(1) Year Limited Warranty.** We, BenjiLock and Hampton, warrant your Device against defects in materials and workmanship under normal use and proper handling and care for a period of one (1) year from the date of original retail purchase by the end-user (“Warranty Period”). If a Device is returned to us during the Warranty Period, and we determine that your Device is defective, we shall either repair or replace the defective Device with either a new or a refurbished Device or BenjiLock by Hampton equivalent device or refund the original purchase price. We may require that you provide a receipt or other approved proof of purchase before receiving warranty service. Please maintain the original packaging of your Device as it may help in determining where your Device was purchased.

To return your Device, please contact consumer care at www.Hampton.care.

This warranty does not apply: (i) to consumable parts, such as batteries or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship; (ii) to cosmetic damage, including but not limited to scratches, abrasion, dents, broken plastic or metal components unless failure has occurred due to a defect in materials or workmanship, deterioration due to the use of paints, solvents or other chemicals; (iii) to damage due to acts of God, other forces beyond our reasonable control, such as accidents, power outages, wars, riots, terrorism, labor disputes, fires, earthquakes, floods or other events of “force majeure;” (iv) to damage caused by misuse, abuse, use in commercial applications, negligence, commercial use or modification of, or to any part of your Device; (v) to damage caused by any third party product, service, or system, improper repair, operation or maintenance or connections to an improper voltage supply, or, to the extent allowed by law, attempted repair by anyone other than a facility authorized by us; (vi) to damage caused by use of your Device for purposes other than for which your Device was designed or intended; (vii) to damage caused by normal wear and tear or aging; (viii) to damage caused by use in improper temperature, humidity or other environmental conditions; or (ix) to damage caused by use of the Device in violation of written instructions provided by us (which may be provided at the time of purchase or on its website). NOT LIABLE FOR INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state (and jurisdiction to jurisdiction).

- **Satisfaction Policy.** If you are the end-user purchaser of your Device and are not satisfied with your Device for any reason, you may return your Device in its original condition, original packaging and documentation within thirty (30) days of the date of purchase and receive a full refund.

To return your Device, please contact consumer care at www.Hampton.care.

We reserve the right to change the method by which we may provide warranty services to you, and your Device’s eligibility to receive a particular method of service.