



Extended Warranty Terms & Conditions For DeltaHome Smart Locks & VDP Systems

At DeltaHome, we are committed to delivering premium smart security solutions backed by reliable after-sales service. To offer our customers complete peace of mind, we provide an optional Extended Warranty Program for our smart locks and video door phone (VDP) systems. This extended warranty allows you to continue enjoying uninterrupted service and protection even after the standard warranty period ends.

All DeltaHome smart locks and VDP systems come with a standard 2-year limited warranty from the date of invoice. Customers have the option to extend this coverage by purchasing an extended warranty plan within 30 days from the date of purchase. Extended warranty coverage is available in increments of one, two, or three years, providing a maximum of five years of total warranty protection.

The extended warranty covers manufacturing defects, internal electronic failures, and firmware or software-related malfunctions that occur during normal usage. It ensures that any qualifying issue during the warranty period will be resolved either through a professional repair or, if necessary, a product replacement at no additional cost for the repair work or the unit itself. The customer, however, will be required to pay a ₹350 on-site visit charge for each service appointment scheduled under the extended warranty coverage. This fee is standard and non-refundable.

In the event that the product cannot be repaired, DeltaHome will arrange for a replacement of the same model. If the original model is discontinued or unavailable, we will provide a replacement with an alternate model of equal or similar value and features. If a service or replacement process is expected to take longer than three working days, and subject to availability, DeltaHome may offer a standby lock to ensure that the customer's daily security needs are not disrupted.

It is important to note that the extended warranty does not cover certain types of damage or misuse. This includes any physical damage to the lock, water ingress or moisture damage, damages caused by external electrical faults or power surges, and any faults resulting from installation not performed by DeltaHome-certified technicians. Furthermore, battery-related issues are not covered, including leakage, damage, or deterioration of battery health over time. Lithium-ion rechargeable batteries and other consumable power components are also excluded from all warranty coverage.

To claim warranty service under the extended coverage, customers must present a valid purchase invoice and proof of certified installation if required. All service claims must be raised by visiting our official support portal at <https://deltahome.in/pages/support> or by contacting our toll-free customer care number at **63596 91267**. Our service team will guide the customer through the inspection process, determine the eligibility of the claim, and schedule the appropriate service intervention.

DeltaHome reserves the right to evaluate the product and determine whether the issue qualifies for service under the extended warranty. Any decisions regarding repairs, replacements, or substitutions will be made by the company at its sole discretion, based on the condition and service history of the product.

The extended warranty is transferable to a new owner in the event the product is sold or gifted, provided that the new owner retains the original invoice and no unauthorized alterations have been made to the product. However, the warranty is only valid within India and applies only in areas where DeltaHome or its authorized service partners operate.

All legal disputes related to the extended warranty shall be governed by the laws of India and fall under the jurisdiction of the courts located in the city or state where DeltaHome is registered.

For more information or to purchase extended warranty plans, please reach out to our customer support team. We are always here to ensure your experience with DeltaHome products is safe, seamless, and secure.