

Terms & Conditions:

- Customer can book the appointment for installation after purchase of the item by calling 800YALE or by visiting <https://bit.ly/yale-installation>.
- The turnaround time for installation of the items will be approximately 3 working days from date of request.
- Customer can cancel or reschedule the appointment up to 24hrs prior to the appointment by calling 800YALE.
- Customer who has purchased the door lock should be present during the installation to receive the keys of the door lock and sign off. If the customer is not available, then first relatives can receive the keys and do the sign off on his responsibility and declaration.
ID copies of person receiving the keys will be required to be captured by the installation team.
- Customer should make available the NOC/Work permit if required by the property management/security. It will be the customer's responsibility to get the installation team the access to the property.
- In case customer is not available or the installation team does not get access to the property; the installation team will wait for maximum 15 minutes and the callout charges will be applicable. In case of a failed installation visit, the second visit will be chargeable to the customer.
- Customer needs to make available to the installation team the master phone required to be paired with the lock and the necessary passwords for Wi-Fi connectivity and App store.
- Pre-Requisites for the wireless connection
 - 2.4 Ghz Wi-Fi
 - Electric socket within 5m of door with clear line of sight for the Connect Bridge
 - Good Wi-Fi signal in the area the Connect Bridge is installed.
- Working hours for 800YALE are Monday to Friday 9:00am to 5:00pm
- Installation working hours are Monday to Saturday 10:00am to 5:00pm
- The installation team will not be responsible for any extra touch ups/alterations/modifications required on the door after the installation of the door lock.
- Installation team before starting the work will take pictures of the door and frame.

List of products covered under Yale Care:

Retro Fit	Non-Retro Fit	Cabinet Lock
Yale Linus® Smart Lock	YDM4109A	ML81 Series
Yale ENTR® Smart Lock	YDM3109A	
	YDM3168	
	Assure Series	
	YDME90	
	YDME70	
	YDME50	
	Code Handle	

Extended Warranty Terms:

This product is covered by a 12 month consumer guarantee against faulty workmanship, materials and function from the date of purchase providing that it is used in accordance with the full installation and maintenance instructions. Please keep your proof of purchase safe as this must be submitted when making a claim under this guarantee.

It is a condition of this guarantee that your Yale product:

- Has been correctly installed and maintained in accordance with the Yale installation and maintenance instructions provided to you at the time of purchase.
- Has not been modified in any way.
- Has not been subjected to unauthorized repairs.

Yale Middle East is responsible under this guarantee for repairing the product or replacing the product as we deem necessary.

If there is a fault with the product, please call 800 YALE (UAE) or +971 800 YALE (international).

Please do not carry out any repairs without our authority or by using an unauthorised person. Any repairs or other works carried out without our prior authorisation or by using an unauthorised person will not be covered under this guarantee.

This guarantee is non-transferable and applies to products purchased in the Middle East region only. This guarantee does not apply to normal wear and tear. This does not affect your statutory rights. A full copy of the product instructions are available upon request or by visiting our website www.yale.ae.

Region Coverage:

Region	GCC	Levant
Country	United Arab Emirates	Lebanon
	Kingdom of Saudi Arabia	Jordan
	Bahrain	Iraq
	Oman	Yemen
	Kuwait	Palestine
	Qatar	