

Kwikset Limited Warranties

Kwikset products are backed by one of the most comprehensive warranty programs available. You can feel confident that with the purchase of Kwikset you have selected the best quality product, backed by the best customer service available.

Mechanical Limited Warranty

Except as otherwise provided below, Spectrum Brands, Inc., for its Kwikset® brand products (“Kwikset”), warrants to the original residential purchaser (the “Purchaser”) that each Kwikset product (the “Product(s)” or “Kwikset Product(s)”) will be free from mechanical defects under normal use from the date of purchase for as long as said Purchaser occupies the residential premises upon which the Product was originally installed (“Warranty Period”). This Mechanical Limited Warranty applies only to Products that were purchased from Kwikset or a Kwikset authorized seller, unless otherwise prohibited by law. Kwikset Products are legitimately sold only by authorized sellers who are required to follow Kwikset’s policies, procedures, and quality control standards. Kwikset reserves the right to reject warranty claims from purchasers for Products purchased from unauthorized sellers, including unauthorized Internet sites.

Finish Limited Warranty

The finish on Kwikset Products is protected by a durable topcoat designed to maintain the beauty and quality of the Kwikset Product. Kwikset warrants to the Purchaser that the finish of the Product shall be free of defects in material and workmanship from tarnishing, flaking, and discoloring from the date of purchase for as long as said Purchaser occupies the residential premises upon which the Product was originally installed (“Warranty Period”). This Finish Limited Warranty applies only to Products that were purchased from Kwikset or a Kwikset authorized seller, unless otherwise prohibited by law. Kwikset Products are legitimately sold only by authorized sellers who are required to follow Kwikset’s policies, procedures, and quality control standards. Kwikset reserves the right to reject warranty claims from purchasers for Products purchased from unauthorized sellers, including unauthorized Internet sites.

Electronic Limited Warranty

Kwikset warrants to the Purchaser that Kwikset Products will be free from electronic defects under normal use for one (1) year from the date of purchase, as long as said Purchaser occupies the residential premises upon which the Product was originally installed (“Warranty Period”). This Electronic Limited Warranty applies only to Products that were purchased from Kwikset or a Kwikset authorized seller, unless otherwise prohibited by law. Kwikset Products are legitimately sold only by authorized sellers who are required to follow Kwikset’s policies, procedures, and quality control standards. Kwikset reserves the right to reject warranty claims from purchasers for Products purchased from unauthorized sellers, including unauthorized Internet sites.

Exclusions for Warranty

Conditions that are not covered by these warranties include:

1. Any Kwikset Product produced prior to January 1, 2006¹. Kwikset Products produced prior to January 1, 2006, may be eligible for warranty in accordance with the terms and conditions of the applicable warranty program.

2. Any Kwikset Product which has been damaged as a result of installation contrary to any of Kwikset’s written installation instructions is not covered by these warranties.
3. Any Kwikset Product which has been modified by any non-Kwikset component is not covered by these warranties.
4. Any Kwikset Product having a defect caused by neglect, misuse, abuse or unreasonable or extraordinary use or maintenance, including use in a commercial application, is not covered by these warranties.
5. Any Kwikset Product having a defect due to use of paints, solvents, or other chemicals is not covered by these warranties.
6. Any Kwikset Product that is used in combination with knobs, levers, or trim of other than those manufactured by Kwikset and designated for use with the applicable locks or latches is not covered by these warranties.
7. Any Kwikset Product that was purchased from an unauthorized seller is not covered by these warranties.

These warranties are not transferable. Therefore, no transferee is covered by these warranties.

Warranty Claims

If you wish to make a warranty claim based upon a Product defect, please call us at 1-800-327-LOCK (5625) or contact us at kwikset.com/support. Please note that you will be required to provide a description of any claimed defect(s) and a dated receipt or other proof of purchase from Kwikset or the Kwikset authorized seller, to verify warranty eligibility. Certain claimed defect(s) covered by these warranties may be resolved by Kwikset providing you with troubleshooting steps. Other claimed defect(s) covered by these warranties may require Product replacement. Products may not be returned to Kwikset without prior authorization from Kwikset. If authorized by Kwikset, you will need to mail your Product to:

Spectrum Brands, Inc.
ATTN: Kwikset Consumer Services
19701 Da Vinci
Lake Forest, CA 92610

A prepaid shipping label will be provided to you.

Remedies

For certain claimed defect(s) covered by these warranties, as determined by Kwikset, Kwikset will provide you with troubleshooting steps.

For other claimed defect(s) covered by these warranties, as determined by Kwikset, Kwikset will replace the defective Product or part.

If a Kwikset Product, which is the same as the Kwikset Product or any part covered by these warranties, has been discontinued at the time of replacement or if Kwikset determines, in its sole discretion, that such replacement is inappropriate, Kwikset reserves the right to substitute an alternative product. Kwikset also reserves the right to accept or reject an alternative product proposed as a replacement, when the value is higher than that of the Product originally purchased by the Purchaser. Except as expressly provided in these warranties to the contrary, KWIKSET SHALL NOT BE OBLIGATED OR LIABLE FOR LABOR OR

OTHER COSTS RELATED TO INSTALLATION, REPAIR OR REPLACEMENT OF A KWIKSET PRODUCT, OR FOR LOSS OF, OR DAMAGE TO ANY MATERIAL WHICH IS NOT SOLD BY KWIKSET.

Kwikset Kevo Warranty Information

Your Kwikset Kevo products are backed by one of the most comprehensive warranty programs available. You can feel confident that with the purchase of Kwikset you have selected the best quality product, backed by the best customer service available. Your Kwikset Kevo deadbolt product comes with a lifetime mechanical and finish warranty along with a 1-year electronic warranty to the original residential user of the product against defects in material and workmanship as long as the original user occupies the residential premises upon which the product was originally installed. This warranty does not cover scratches, abrasions, deterioration due to the use of paints, solvents or other chemicals, abuse, misuse, or product used in commercial applications. The Kwikset Kevo fob product includes a 1-year electronic warranty. Upon return of a defective product to Kwikset Corporation, Kwikset may repair or replace the product with a new or refurbished product of similar value at Kwikset's sole discretion. Kwikset reserves the right to accept or reject an alternative product proposed as a replacement, when the value is higher than that of the product originally purchased by the customer. Any product that has been repaired or replaced under this limited warranty will have a warranty coverage for the longer of ninety (90) days or the remaining original warranty period. 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 any of your Kwikset Kevo products require warranty support, please call us at **1-800-327-LOCK (5625)** in the U.S. For customers outside of the U.S., claims under this warranty must be made only to either the place of purchase or to the listed importer.

Limitation of Liabilities

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THOSE STATED HEREIN. ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO PRODUCTS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. UNDER NO CIRCUMSTANCES SHALL KWIKSET BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF THIS LIMITED WARRANTY, BREACH OF CONTRACT, OR STRICT LIABILITY. 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.

Effective Date: July 6th 2020

¹ Kwikset Products produced prior to January 1, 2006, may be eligible for warranty in accordance with the terms and conditions of the applicable warranty program.