



Tapplock one Returns & Refurbish Policy

Return conditions

Tapplocks have a warranty period of 6 months. Due to the nature of the products, Tapplock cannot receive returned units with visible scratches or damages to the products. All units will be inspected for damages before crediting accounts.

Tapplock also does not cover any water damage done to the units. Rain or water entering the lock while in the unlocking position will damage the PCB.

Defective units

Tapplock will credit all defective units and shipping expenses related to defective units upon receiving and examining the units.

Refurbishing non-defective units

Distributors and retailers need to cover the freight and refurbishing costs of non-defective returns. The units will be credited to the buying account upon receiving and examining the units with refurbishing costs deducted.

Refurbish costs

The basic cost for refurbishing each unit is \$1.00 USD. Additional charges apply if there are any damaged or missing components.

Damaged or missing item	Additional cost
Package (including manual, foam, external package)	2.50
Cable	3.00