

Customer Warranty

One Year Limited Warranty

The quality controls used to by Durakey are designed to ensure you complete satisfaction. This warranty applies only to the original purchaser of the Durakey product from an authorized retailer. It covers any supplied or manufactured Durakey parts that, upon inspection by authorized Durakey personnel, are found to have failed in normal use due to defects in material or workmanship. This warranty does not apply to installation expenses. Attempting to service or modify any of our products, or operating them outside their recommended usage, will render this **WARRANTY VOID**. Unless prescribed by law, Durakey is not liable for any personal injury, property damage and/or any incidental or consequential damages (including water damage) resulting from product malfunctions, defects and/or misuse. Durakey is also not liable for any products that are improperly altered or installed. All Durakey product parts are guaranteed for 1 year as follows: Within the first 12 months from the purchase date, subject to the conditions above, Durakey will replace any product at its discretion if it is defective in material or workmanship. For this warranty to be effective, it must be returned to the place of purchase with PROOF OF PURCHASE.

Returns Policy and Process

Below you will find the return policy for all items within the Durakey program. Your return will be classified under one of three categories. These are Miscut, Ordered Wrong Product, and Damaged / Defective. Please follow these guidelines and contact Durakey Customer Service at 844-849-4900 should you have any questions or concerns.

Step 1: Call Durakey Tech Service at 844-849-4900 Option 2.

Step 2: CS will assist you in ordering a new key via the mykeycounter website.

Step 3: CS representative will ask/qualify which of the following three categories your key falls under:

- Miscut • Ordered Wrong Product • Damaged/Defective

Step 4: An RGA Number and product label will be sent to you through e-mail within 24 hours of contacting Durakey. You will have 2 weeks to return the original key product to us.

Step 5: Durakey will issue a credit for a portion of the full value of the returned key. This credit will be applied within 48 hours according to the following chart shown below.

Return Code - Credit Received

Miscut - 75% Value of Key

Ordered Wrong Product - 75% Value of Key

Defective / Damaged - 100% Value of Key

Approved returns with items under \$40 BBY cost will be field destroy but require steps 1 – 3 to receive credit.