

Residential Warranty Applications

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Two Year Limited Mechanical & Finish Warranty and 1-Year Limited Electronics Warranty
Subject to the terms and conditions of this warranty, Cue extends a lifetime limited mechanical and finish warranty and a one-year limited electronics warranty to the original consumer user ("Original User") of our Cue brand product ("Product") against defects in material and workmanship, as long as the Original User occupies the residential premises upon which the Product was originally installed.

What Cue will do: Upon return of the defective Product to Cue, Cue's sole obligation, at its option, is to either repair or replace the Product, or refund the original purchase price in exchange for the Product. **Original User:** This warranty only applies to the Original User of Products. This warranty is not transferable.

What Is Not Covered: The following costs, expenses and damages are not covered by the provisions of this limited warranty: (i) labor costs including, but not limited to, such costs as the removal and reinstallation of Product; (ii) shipping and freight expenses required to return Product to Cue; (iii) failures, defects, or damage (including, but not limited to, any security failure or loss of data) caused by any third party product, service, or system connected or used in conjunction with the Product; and (iv) any other incidental, consequential, indirect, special and/or punitive damages, whether based on contract, warranty, tort (including, but not limited to, strict liability or negligence), patent infringement, or otherwise, even if advised of the possibility of such damages. The provisions of this warranty do not apply to Products: (i) used in commercial applications; (ii) used in common area applications; (iii) used for purposes for which they are not designed or intended; (iv) which have been subjected to alteration, abuse, misuse, negligence or accident; (v) which have been improperly stored, installed, maintained or operated; (vi) which have been used in violation of written instructions provided by Cue; (vii) which have been subjected to improper temperature, humidity or other environmental conditions; or (viii) which, based on Cue's examination, do not disclose to Cue's satisfaction nonconformance to the warranty. Additionally, this warranty DOES NOT COVER scratches, abrasions, or deterioration due to the use of paints, solvents or other chemicals.

Exclusions: Oil Rubbed Bronze finish (613) is designed to improve over time and change in appearance, creating a living finish through daily use and thus, finish discoloration is not applicable to the above warranty. **Additional terms:** Cue does not authorize any person to create for it any obligation or liability in connection with the Product. Cue's maximum liability here under is limited to the original purchase price of the Product. No action arising out of any claimed breach of this warranty by Cue may be brought by the Original User more than one (1) year after the cause of action has arisen.

How local law applies: This warranty gives you specific legal rights, and you may also have other rights as otherwise permitted by law. If this Product is considered a consumer product, please be advised that some local laws do not allow limitations on incidental or consequential damages or how long an implied warranty lasts, so that the above limitations may not fully apply. Refer to your local laws for your specific rights under this warranty.

Guaranteed Fit Program: Cue products are designed to fit standard residential door preparations and retrofit existing tubular locks. **Note:** Mortise locks and preparations are not considered standard and are not guaranteed under this program. During the initial installation, if there is a problem with the Product's performance, the Original User may simply contact Cue Customer Service at 1-866-531-1592.

Program and warranty claims: If you encounter a residential door preparation or fit issue under the Guaranteed Fit Program or have a claim under this warranty, please contact Cue Customer Service for repair, replacement or refund of the original purchase price in exchange for the return of the Product to Cue.