

Limited Warranty

The Master Lock 1500eD electronic padlock (and battery) is warranted to be free from mechanical and electronic defects for a period of one (1) year from the purchase date (“1 Year Limited Warranty”). All other Master Lock padlocks are warranted to be free from mechanical defects for the life of the product (“Lifetime Limited Warranty”).

If a mechanical or electronic defect in materials or workmanship occurs during the stated warranty period, we will replace the padlock (or the battery in the 1500eD Electronic padlock if the battery alone fails) free of charge, provided that you may be required to return the padlock (or the battery in the 1500eD electronic padlock if the battery alone fails) to Master Lock Company (at your expense). An original sales receipt as proof of purchase must accompany all 1500eD electronic padlock warranty claims. To make a warranty claim, please contact our consumer line at 1-800-464-2088. For Canadian customers please call 1-800-227-9599.

Note: If you are an inmate in a Correctional Facility, the request for your replacement must be mailed. [View the warranty returns form](#) for which includes mailing instructions. In addition to the form, you must also include a letter on official prison letterhead and signed by a warden or prison official. The letter must include your lock model number, serial number (if applicable), and control key number. Please also note that your replacement lock will be shipped via parcel post.

Note: Any warranty stated on any packaging or website associated with this product is not valid in Australia.

Product sold in Australia is governed by the consumer guarantees contained in the [Australian Consumer Law](#).

This limited warranty does not cover products which have been abused, altered, damaged, misused, cut or worn, or damage to 1500eD electronic padlocks from exposure to liquids or moisture or outdoor use. TO THE EXTENT PERMITTED BY LAW, MASTER LOCK COMPANY DISCLAIMS ALL OTHER IMPLIED OR EXPRESS WARRANTIES INCLUDING ALL WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE.

LIMITATION OF LIABILITY: This limited warranty is your sole remedy and MASTER LOCK COMPANY shall not be liable for any damages, whether direct, indirect, incidental, special, consequential, exemplary, or otherwise, including lost revenues and lost profits, arising out of any theory of recovery, including statutory, contract or tort. In no event will MASTER LOCK COMPANY’s entire liability exceed the purchase price of this product. Some states, provinces and territories do not allow the exclusion or limitation of incidental or consequential damages or a limitation on how long an implied warranty lasts so the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state, province to province and territory to territory.

- See more at: <http://www.masterlock.com/faq/WarrantyInformation/#sthash.GvpyMELS.dpuf>