

# SimpliSafe Limited Warranty

**Last updated: May 2015**

SimpliSafe, Inc. (“SimpliSafe”) warrants to the end user (“Customer”) that this product (“The SimpliSafe Home Security System”) will be free from defects in materials and workmanship under normal use and service for 3 years from the date that Customer purchases the product.

SimpliSafe’s sole obligations shall be limited within the warranty period to accepting return of the defective product or part and delivering to Customer an equivalent product or part to replace the defective item. Replacement products may be new or reconditioned, at the sole option of SimpliSafe. SimpliSafe warrants any replaced product for 3 years from the time of replacement.

For warranty service, Customers should please contact SimpliSafe Customer Support at 1-888-95-SIMPLI (957-4675) or visit [www.simplisafe.com/support](http://www.simplisafe.com/support) and click on “Contact Us”. If SimpliSafe is unable to address the issue that Customer is facing, SimpliSafe will send Customer a replacement product or part along with a postage prepaid return slip and Customer can return the old product or part to SimpliSafe using such slip.

This Limited Warranty does not apply in the following cases: failure to follow installation and operating instructions, misuse, alteration, abuse, accident or tampering, or damage or non-performance resulting from use of any item not provided by SimpliSafe.

This Limited Warranty is exclusive and expressly in lieu of all other warranties, obligations or liabilities, whether written, oral, express or implied, including any warranty of merchantability or fitness for a particular purpose, or otherwise. In no case shall SimpliSafe or any of its affiliates, directors, officers, shareholders, employees, subcontractors, agents or representatives (each, a “SimpliSafe Party”, and collectively, the “SimpliSafe Parties”) be liable to Customer or anyone else for any consequential or incidental damages for breach of this warranty or any other warranties whatsoever.

SimpliSafe does not represent that the products it sells may not be compromised or circumvented; that the products will prevent any personal injury or property loss; or that the products will in all cases provide adequate warning or protection. Customer understands that a properly installed and maintained alarm may only reduce the risk of a burglary, robbery or other events occurring without providing an alarm, but it is not an insurance or a guarantee that such will not occur or that there will be no personal injury or property loss as a result.

CONSEQUENTLY, NO SIMPLISAFE PARTY, AS DEFINED ABOVE, SHALL HAVE ANY LIABILITY FOR ANY LOSS, DAMAGE OR EXPENSE (COLLECTIVELY, “LOSSES”), INCLUDING ANY PROPERTY DAMAGE, PERSONAL INJURY (INCLUDING DEATH), ECONOMIC LOSSES OR ANY OTHER FORM OF LOSS, DAMAGE OR EXPENSE ARISING OUT OF OR IN CONNECTION WITH, DUE TO, OR CAUSED IN WHOLE OR IN PART BY A CLAIM THE PRODUCT FAILED TO GIVE WARNING. HOWEVER, IF ANY SIMPLISAFE PARTY, AS DEFINED ABOVE, IS HELD LIABLE, WHETHER DIRECTLY

OR INDIRECTLY, FOR ANY LOSS ARISING OUT OF OR IN CONNECTION WITH, DUE TO, OR CAUSED IN WHOLE OR IN PART BY THIS LIMITED WARRANTY OR OTHERWISE, THE AGGREGATE LIABILITY OF ALL SIMPLISAFE PARTIES, AS DEFINED ABOVE, SHALL BE LIMITED TO THE PURCHASE PRICE OF THE SYSTEM, WHICH SHALL BE THE COMPLETE AND EXCLUSIVE REMEDY AGAINST THE SIMPLISAFE PARTIES, AS DEFINED ABOVE. CUSTOMER ACKNOWLEDGES AND AGREES THAT IT IS IMPRACTICAL AND EXTREMELY DIFFICULT TO DETERMINE THE ACTUAL DAMAGES, IF ANY, THAT MAY RESULT FROM A FAILURE OF THE SYSTEM TO GIVE WARNING. THIS AGREED-UPON AMOUNT (THE PURCHASE PRICE OF THE SYSTEM) IS NOT A PENALTY, AND IS THE SOLE REMEDY.



Call Us! 1-888-957-4675

Customer Support Hours are 9:00am – 6:00pm EST, 7 days a week

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.