

WARRANTY

Parklio Ltd. warrants its products to be free from defects in material and workmanship subject to the terms set forth herein (“**Warranty**”). The length of this Warranty is based on the particular product or product family listed below. This limited Warranty only extends to those customers who buy direct from Parklio or through Parklio’s authorized distribution channels. Warranty is determined by:

- the product serial code (if the product is serialized) or,
- the date the product is shipped to the customer from our distribution centers.

NOTE THAT ALL PARKLIO PRODUCTS ARE ADVISED TO BE INSTALLED AND SERVICED BY TRAINED PROFESSIONALS.

The user is responsible for all labor costs associated with removing, reinstalling, and returning the product to Parklio. Parklio, at its option, will repair or replace the defective product after evaluating the returned product.

WARRANTY DURATIONS

The duration of Parklio's Warranty is set forth below with respect to each applicable product category:

PARKING PROTECTION

1. Parklio™ Barrier - Three (3) years. The warranty on the battery (standard model and double capacity model) is one (1) year.
2. Parklio™ Gate (gate barrier base and barrier arm) - Three (3) years. The warranty on the battery pack (for Solar model) and backup battery pack is one (1) year.
3. Parklio™ Chain (chain barrier posts and chain) - Three (3) years. The warranty on the backup battery pack is one (1) year.
4. Parklio™ Bollard - Three (3) years

PARKING SOLUTIONS

5. Parklio™ ANPR:
 - (a) ANPR camera - Two(2) years
6. Parklio™ Detect:
 - (a) Detect Box - Three (3) years
 - (b) Smart Camera - Two (2) years
7. Parklio™ Brain - Three (3) years
8. Parklio™ Gateway - Three (3) years

ACCESSORIES

9. Parklio™ Gate Accessories:

- (a) Battery kit - One (1) year
- (b) Magnetic loop detector - One (1) year
- (c) LED lights kit - One (1) year
- (d) Solar kit - One (1) year

10. Parklio™ Chain Accessories:

- (a) Battery kit - One (1) year
- (b) Flashing light - One (1) year

11. Parklio™ Bollard Accessories:

- (a) Battery kit - One (1) year

THE WARRANTIES STATED IN THIS DOCUMENT ARE RESTRICTED TO THE REPAIR OR REPLACEMENT OF PRODUCTS THAT ARE RETURNED TO PARKLIO, AT THEIR DISCRETION, WITH FREIGHT CHARGES PREPAID. THERE ARE NO PROVISIONS FOR COVERING LABOR COSTS OR ANY OTHER FORM OF REIMBURSEMENT. PARKLIO EXPLICITLY DENIES ANY RESPONSIBILITIES OR LIABILITIES FOR ANY KIND OF INDIRECT DAMAGES, SUCH AS LOST PROFITS, PROPERTY LOSS, OR EXPENSES RELATED TO THE REMOVAL, REPAIR, OR REINSTALLATION, ARISING FROM OR IN RELATION TO THE USE OR PERFORMANCE OF EACH RELEVANT PRODUCT.

EXCEPTIONS

The Warranty is subject to the following conditions and exclusions:

1. The warranties do not cover: (i) damage during shipping or handling; (ii) damage caused by natural disasters like fire, flood, wind, earthquake, or lightning; (iii) damage resulting from circumstances beyond Parklio's control, such as excessive voltage, mechanical impact, or water damage; (iv) damage caused by unauthorized modifications, alterations, attachments, or the use of foreign objects with the product; (v) damage caused by peripherals, sensors, or other products used with the product, except for those supplied by Parklio for such connections; (vi) defects caused by improper installation environments for the products; (viii) damage resulting from using the products for purposes other than their intended design; (ix) damage due to improper maintenance or installation; (x) damage resulting from abuse, mishandling, or improper application of the products; (xi) damage caused by disassembly or repair that adversely affects performance or prevents adequate inspection or testing required to validate warranty claims; or (xii) returns based on product revision level or software version.
2. Product warranties stated here are void if the product has been tampered with, including altering the labels or other markings on the product.
3. Products damaged during transit to Parklio are not covered by these warranties. If products are damaged or lost while being shipped, it is the sender's responsibility to pursue a claim against the carrier, if desired.

LIABILITY

Notwithstanding any other provision in this Warranty, Parklio Ltd. shall not be liable for any damages, losses, costs, or expenses, whether direct, indirect, incidental, special, consequential, exemplary or punitive, arising out of or in connection with:

a) Any damage, loss, injury, or other consequences resulting from the use or activation of the auto-close option, or the use of the Parklio Connect application to manipulate or interact with the product. The user acknowledges and agrees that the auto-close feature and the Parklio Connect application are provided "as is", and that Parklio disclaims any and all warranties, either express or implied, regarding these features;

b) Any damage, loss, injury, or other consequences arising out of a vehicle being parked over the barrier, irrespective of the circumstances leading to this action. It is the responsibility of the user to ensure the Parklio product is used appropriately and in accordance with the provided instructions and safety guidelines; or

c) Any damage, loss, injury, or other consequences arising out of the product being hit by a vehicle, irrespective of whether this was a deliberate act or an accident.

This limitation of liability shall apply to the fullest extent permitted by law, regardless of the form or cause of action, whether in contract, tort (including negligence), strict liability or otherwise, even if Parklio has been advised of the possibility of such damages. By using the product, you, the user, agrees to indemnify and hold Parklio harmless from any claims resulting from any action taken by you that leads to such damages, losses, costs, or expenses.

RETURN POLICY

You have 14 calendar days to return an item from the date you received it. To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be in its original packaging. Your item needs to have a receipt or proof of purchase.

Please note that returns will need to be sent to the following address:

Parklio d.o.o
Stinice 12,
21000 Split,
Croatia

In order to have any defective products repaired or replaced by Parklio, it is necessary to obtain pre-approval from Parklio Returns. To initiate this process, please contact Parklio support by sending an email to support@parklio.com containing the following information:

1. Customer's name
2. Customer's shipping address
3. Customer's email address and phone number
4. Name of the product being returned
5. Quantity of each item being returned
6. Product's serial number

The following terms apply to all in-warranty product returns:

1. Any product that is no longer covered by warranty will not be accepted and will be sent back to the customer, with the shipping expenses to be borne by the customer.
2. Once the initial 14-day period has passed, used products cannot be returned for a refund. However, all used products will be repaired or replaced, if necessary.

3. If a defective product is part of a system kit, it cannot be accepted for repair as a whole kit. Instead, the individual components of the kit should be returned for repair, using the respective part numbers of each product.
4. The sender is responsible for covering the shipping charges associated with returning the product.
5. Throughout the duration of this Agreement, Parklio will provide technical support to the applicable Distributor at no additional cost. However, Parklio is not obligated to provide support to the Distributor's customers.

Shipping Instructions for Returns

1. To return products to Parklio, please arrange and cover the shipping costs in advance. The shipping address for returns is **Stinice 12, 21000 Split, Croatia.**
2. Before shipping, please remove or disconnect the batteries from all products.
3. Properly pack and seal the boxes using appropriate packing tape to ensure the safety of the products during transit.
4. Take necessary precautions to protect the products from shipping damage and electronic static discharge.
5. The returned products must be complete and should not be disassembled or sent partially.
6. For tracking purposes, all returned items must be shipped using a traceable method such as UPS, FedEx, DHL, or similar.
7. Please retain the tracking information for your records, as the distributor is responsible for the returned products until they are received by Parklio.

The warranty is contingent upon adherence to the technical specifications and proper installation as outlined in the instructions. Adhering to safety standards and correctly following the instruction manual are crucial factors. The warranty will be void if the product is found to have been tampered with, manipulated, or subjected to misuse.

