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# Product Warranty & Return Policy

Please read this document carefully as it relates to your rights regarding this product as well as any limitations to may apply.

**Limited Warranty Policy:** The ismartgate products and all other products on this website (unless specified differently) come with a one (1) year warranty against mechanical and electrical defects provided the products have been used in accordance with the documentation provided. The 1 year warranty period begins as of the purchase date by the user of the device. If customer does not have original proof of purchase, Gogogate INC. will determine warranty eligibility via the manufacturing date.

If our product fails we will either 1) replace or repair your product or 2) decide to refund you the purchase price paid for the product and the foregoing will be the customer sole remedy for breach of this warranty. Products maybe replaced by refurbished units or by different models of similar functionality. You also understand that above options will be implemented at the complete discretion of Gogogate INC. or GOGOGATE INC.

Our limited warranty is transferable from original customer to subsequent owner but the warranty period will not be extended in duration or coverage as a consequence of this transfer in ownership.

Gogogate INC. assumes no warranty obligation with regards to a) normal wear and tear, b) products with no workmanship or product defects, c) misuse, abuse, negligence accidents, fraud, c) use of improper voltage (this is a low voltage device), d) acts of God, e) non authorized or non intended use of the product, f) consumable parts such as batteries.

EXCEPT TO THE EXTENT SET FORTH ABOVE IN THIS LIMITED WARRANTY, OUR PRODUCTS AND SERVICES ARE PROVIDED ON AN "AS IS" BASIS, AND, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, GOGOGATE INC. DISCLAIMS ALL EXPRESS, IMPLIED, AND STATUTORY WARRANTIES AND CONDITIONS WITH RESPECT TO THE PRODUCTS AND SERVICES, AND LIMITS ALL IMPLIED WARRANTIES WITH RESPECT TO THE PRODUCTS AND SERVICES TO THE WARRANTY PERIOD. GOGOGATE INC. DOES NOT WARRANT THAT OPERATION OF THE PRODUCTS AND SERVICES WILL BE ERROR-FREE OR UNINTERRUPTED. GOGOGATE INC. WILL NOT BE LIABLE FOR ANY LABOR COSTS (INCLUDING INSTALLATION COSTS) ASSOCIATED WITH ITS PRODUCTS AND SERVICES OR REPAIR, REPLACEMENT OR DAMAGE COSTS RELATED TO OTHER PRODUCTS AND SERVICES NOT SOLD BY GOGOGATE INC. EUROPE S.L.

In no event will Gogogate INC. be liable for consequential damages or incidental damages resulting from our products or software downloaded to your phone or any other device and you agree to hold Gogogate INC. harmless from all liability, losses, damages and claims resulting from all uses of our products and software.

### **Return policy:**

#### Your Right to Return and Returns Policy

You may return purchased Products for a full refund of the Product purchase price actually paid within 30 working days following the date you receive the Products, subject to compliance with the following:

- You must obtain a Gogogate INC. return reference number (RMA). This number may be obtained from Gogogate INC. by calling us at (855) 473 6765 or by requesting the number via email at: [servicerma@ismartgate.com](mailto:servicerma@ismartgate.com).
- The Gogogate INC. return reference number must be prominently displayed on the outside of the parcel in which the Products are returned.

· Your Gogogate INC. invoice must be enclosed with the returned Products. Products must be returned in the original packaging, in “as new condition”, and with all component products, parts, accessories, guarantee cards, manuals and other documents and items. Customer is expected to re-package the product properly in order to avoid damage during transportation and to ship the product to Gogogate INC. at Customer’s own cost.

If you return Products (1) which have been damaged or used, (2) after the 30 working days returns period (or other longer period specified by applicable law), (3) parts of which, including components, included products, accessories, packaging, boxes, documents and/or other items are damaged or missing, or (4) without pre-paid delivery, Gogogate INC. retains the right either to refuse to refund the Product purchase price (subject to applicable local law), or to charge you repair, restocking or related fees and delivery charges. Gogogate INC. may in that case deduct those fees and charges from any payments to be refunded to you.

On return of Products, Gogogate INC. will, subject to the above limitations, repay the actual amount paid to Gogogate INC. , less any fees and charges due to Gogogate INC. (as per the above), by crediting your relevant credit card or bank account (or other means).

The issue by Gogogate INC. of a return reference number shall not constitute an acceptance or acknowledgment of any right to return Products, except to the extent that these Terms or mandatory applicable laws confer such a right.

### **15. Exceptions to right to return**

The right of return does not apply if you do not purchase Products or Services as a consumer. The right of return and refund does not apply to software sold with Gogogate INC. products, or as a separate product, if the license seal has been broken and/or shrink-wrap packaging opened. Further, you may not return a Product and claim a refund if the Product concerned is a personalized Product, such as an engraving or other means of individual personalization made in accordance with your specifications.

All products returned to Gogogate INC. will be analyzed to determine eligibility of warranty as per the limited warranty policy described above. If the product is determined to be eligible for warranty Gogogate INC. will bear all shipment costs back to the Customer. If product is determined to be ineligible for warranty as per warranty policy described above, Gogogate INC. bears no responsibility to fix the product and product will be returned to customer at his own cost.

## [Download the RMA document >](#)

### ISMARTGATE OPENERS

ismartgate MINI

ismartgate LITE

ismartgate PRO

ismartgate Doorbell

Gogogate 2

Gogogate 1

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