

Igloohome Store Terms and Conditions (Global, excluding Singapore)

Returns and refund Policy

Should there be a change of mind regarding the product, customers will have to contact returns@igloohome.co and return the product within 7 calendar days of receipt of goods.

To be eligible for a return, products must be undamaged and returned with the original invoice, the original packaging, documentation and accessories. Should the product be paired to an igloohome account, the product has to be deleted from the account, and reset to factory settings.

Customer is required to ship the return products with sufficient shipping packaging and void fill material inside to prevent product from physical damage during return transportation. Customer is responsible for any loss and damage in return shipping. The item(s) should be shipped with tracking, and tracking number to be provided to igloohome.

Igloohome will not cover fees for outbound or inbound shipping and/or any taxes. Any shipping costs or taxes will be deducted from the refund value. A 10% re-stocking fee will also be deducted from the refund value.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If your refund is approved, then it will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 3-5 working days.

The processing of the first 2 refund transactions per customer will be done at no cost to the customer, however, there will be a processing fee levied on each refund transaction from the 3rd transaction onwards.

The refund amount will be credited to the card used to make the purchase once the item has been received by igloohome and determined to be in good condition.

Cancellation Policy

Order cancellation requests are assessed on a case by case basis, subject to shipment status of the order.

Shipping Policy

Our products are subjected to terms and conditions set out by, but not limited to, DHL [here](#), UPS [here](#), EMS, and Aramex [here](#).

Igloohome will ship the product(s) via DHL, UPS, Aramex, or EMS to the addressee information provided at checkout, and provide email updates on the order to the email address provided at checkout. It is the customer's responsibility to check their emails for updates on the delivery status, and/or schedule a delivery with the shipping carrier if they will not be available to receive the shipment. Igloohome bears no responsibility for any product(s) that were signed for at the delivery address by someone other than the customer.

Igloohome is not responsible for additional charges due to, but not limited to, change of shipping address, customer delay, incomplete or inaccurate shipping and/or contact information provided at the point of purchase, distant addresses, remote delivery address, remote pickup address, failed and/or returned shipments, and failure to clear customs taxes and duties.

Should customers refuse to pay for additional charges if they are required to, igloohome reserves the right to cancel the shipment and costs of shipping will be deducted from the refund amount.

Customers have to ensure that they are contactable via the contact information provided when they made the purchase.

If additional information is required, and customers do not respond within 3 days of email sent date, igloohome reserves the right to halt the shipment and charge for cost of return shipping.

Rates are determined by DHL and/or UPS rates at the time of purchase, and are non-negotiable.

Warranty Period

The warranty period is for 1 year, and covers all products purchased from the official igloohome online store.

The warranty period commences from the date of purchase or receipt of goods, whichever is later. During the warranty period, igloohome will provide without charge the costs of shipping, and/or replacement parts necessary to repair or replace the product specified in the original invoice due to defects or manufacturing faults subject to the terms and conditions stated in this document.

Warranty coverage

The product under warranty shall include the product in its original design and specifications.

Should the product be faulty or defective, customers will have to contact igloohome at support@igloohome.co for warranty claims.

Warranty is only eligible with the following documents (i) original invoice, (ii) proof of defect. Warranty will not be claimable should any of the above not be furnished.

If the product requires repair or replacement in part or in full, igloohome reserves the right to replace or exchange the part or unit with an equivalent part or unit that is new or refurbished. Igloohome will retain the replaced or exchanged part or unit as our property, and the replacement or exchanged part or unit will become the owner's property. The replaced or exchanged part will continue to be under warranty for the rest of the unit's remaining warranty period.

Igloohome will provide an appropriate resolution according to our technician's analysis and troubleshooting of the product issue, and reserves the right to make the final decision on the resolution for any claims on warranty. Should the customer reject igloohome's resolution, igloohome reserves the right to reject the warranty claim.

Igloohome reserves the right to vary, modify, or change the terms and conditions herein due to change(s) in availability of services, products, and/or spare parts or for the purposes of complying with applicable policies, rules, regulations and law, with or without notice.

Limitations of coverage

This warranty does not cover any of the below:

Any product that is not purchased from igloohome's official store

Any product that is purchased from resellers or distributors

Any consumables, non-functional parts, or accessories that are used in conjunction with the product.

Any cosmetic damage in products including, but not limited to, scratches or dents that do not affect product functionality

Any losses or damages arising from delays, loss of use, incorrect usage of product, etc

Any issue arising from improper installation and/or mounting of the product

Any issues with using the full features of the lock due to incompatible devices

Any issues with using the full features of the lock due to modifications to the device, including, but not limited to, 'rooting' or 'jailbreaking' your device or installing certain applications to your phone that significantly alters your device's functionality

Any water damage

Any defects arising from use in extreme temperatures (below -20 and/or above 50 degrees Celcius)

igloohome reserves the right to decline service to an obsolete model, or a product deemed unserviceable or replaceable for any reason.

Damage, fault, or failure due to alteration or repairs made by anyone other than igloohome, or the use of supplies and accessories other than those provided by igloohome

Damage, fault, or failure due to causes beyond our control, including, but not limited to: operator negligence, improper handling, damage caused by spillage of foods/liquids, wrong usage of electrical supply and voltage, wrong battery type, abnormal voltage, excessive heat, dust, corrosive surroundings, extreme weather, chemical reaction, failure to maintain the Product, failure to operate or use the Product according to instructions, accident, mishandling, misuse, tampering, vandalism, theft, fire, lightning, flood, wind, freezing, power failure, static, normal wear and tear, pests, vermin, foreign matter entering the Product, inadequate or excess power supply, unusual atmospheric conditions, or acts of war or acts of God.

Damage, fault or failure resulting from software, virus(es), electrical wiring and connections, user facilitated minor adjustments and settings, local reception problems, structural problems of the owner's premises, inaccessible Products or parts, negligence, misuse, tampering or abuse, whether wilful or not.

Damage, fault or failure due to improper transportation, inappropriate storage conditions or materials, improper ventilation, reconfiguration of the Product, movement of the Product.

Damage, fault or failure due to or arising out of, transit or delivery, packing, unpacking, assembly, installation, routine maintenance, dismantling, relocation or removal.

Non failure problems that do not require parts and intermittent issues, including without limitations, reception and/or incompatibility issues, demonstration, training, reminders, adjustments, set-up, installations, battery change, replenishing of consumables, short circuit, routine maintenance and servicing, periodic checkups, cleaning, checking of improper operation or incorrect use. We will not pay for adjustments or repairs required because of conditions at Your location or specific to You.

Any utilization of Product that is inconsistent with either the design of the Product or the way the manufacturer intended the Product to be used. Any installation and/or modifications that prevents normal service. Any and all cases in which a reasonable manufacturer of such a product would not honour the warranty of the Product.

Normal wear and tear and cosmetic damage such as, but not limited to corrosion, scratches, dents, rust, stains. Non-functional parts such as, but not limited to, plastics and finishes. Expendable or lost items, such as, but not limited to cables, keys, battery covers, and keys.

Consumables. Consumables are defined as any part or component of an expendable nature and/or any item that is designed to be consumed (wear out) during the life of the Product, regardless if it is consumer replaceable or not and whether such consumables originate from igloohome or not

Consequential losses and/or damages as a result of malfunctioning of, damage to, failure of an operating part of the covered Product, or damages, fault or failure as a result of any repairs or replacements under this warranty. Damages, fault or failure caused by delays in rendering of igloohome's services or loss of use during servicing or otherwise awaiting parts are not covered.

Damages, fault, failure, imperfections, caused by abuse, tampering, illegal use, negligence, prolonged use or operation.

Products that are leased, rented, used exceeding normal limits, used continuously and/or subject to abuse, unreasonable, abnormal or extreme operations.

Costs of service

The costs of service shall be covered by igloohome according to the resolution recommended by igloohome, but this amount shall not under any circumstance exceed the original purchase price. This includes, but is not limited to:

The defective products or parts of the unit covered under this warranty that are repaired or replaced (with comparable and/or refurbished equipment or parts)

Any fees incurred for servicing the defective item

Any fees incurred for shipping, transportation and handling

Any fees incurred for items extraction and shipping items back to owner

Igloohome reserves the right to charge the owner for any reasonable and applicable costs and expenses (at prevailing rates) relating to or arising out of the repair or replacement that are outside the cover of warranty.

igloohome Terms of Service

Full igloohome Terms of Service can be found [here](#), and Privacy Policy can be found [here](#). By purchasing and/or using our products, you agree to all product terms and conditions, igloohome Terms of Service and Privacy Policy.

Igloohome reserves the right to vary, amend, delete or supplement any product terms and conditions, igloohome terms of service or privacy policy terms, at any time, in its sole absolute discretion and without prior notice.

Igloohome Store Terms and Conditions (Global, excluding Singapore) updated on 11 July 2017