



Dispute, Returns, Refund, and Payment Policies

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LOCKLY ships Products from its warehouse based on PO from the Distributor. Distributor must report with photos and other documentation that can support any claim on any shortage or damaged Products within 4 days of receiving the order. Any claims submitted after the 4th day will automatically be deemed invalid.

1. Lockly is only responsible for quality issues relating to manufacturing defects. The distributor is responsible for taking care of any returns that are not quality-related such as buyers remorse, sizing and fitting issues, misuse, and misinstallation of Products.

2. For quality-related defects claimed by the Distributor. The distributor can file a Return Material Authorization (RMA) request with the following details: Invoice no., Serial Number, reasons for return, photos, and/or video to support the claim. Our sales representative will investigate and accept the returns with just cause. A credit memo will be used against the next order on an approved claim.

3. For quality-related defects claimed directly from the end user. The distributor can direct the customer to LOCKLY Customer Service team at hello@lockly.com to file an RMA Request. Once the claim is validated, the replacement will be sent to the customer.

PAYMENT TERMS

Seller shall issue an invoice to Buyer on or after the delivery and only under these Terms. Except as otherwise set forth on the face of the Order, Buyer shall pay all properly invoiced amounts due to Seller NET 60 days after Buyer's receipt of such invoice, except for any amounts disputed by Buyer in good faith. All payments hereunder will be in US dollars and made by company check or as may otherwise be agreed between Buyer and Seller. In the event of a payment dispute, Buyer shall deliver a written notice to Seller reasonably describing each disputed item. The parties shall seek to resolve all such disputes expeditiously and in good faith. Seller shall continue performing its obligations under this Order notwithstanding any such dispute.