



## Product and Service Cancellation/Replacement Form

Keyholder, member of: \_\_\_\_\_

Keyholder Name: \_\_\_\_\_ Keyholder ID: \_\_\_\_\_

### I. Product or Service – Cancellation or Replacement

#### A. Cancellation

<u>Key or Service</u>	<u>Serial #</u>	<u>Date</u>	<u>Reason</u>	<u>Replacement</u>
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#### B. Replacement

<u>Replacement Key or Service</u>	<u>Serial #</u>
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#### \*Replacement Insurance Rules

- Replacement Insurance, if chosen, paid for, and kept current, covers the following:
  - ActiveKEY, the ActiveKEY wall charger, and the ActiveKEY USB cable; or
  - DisplayKEY and DisplayKEY Cradle; or
  - eKEY Shell, eSYNC Cradle, and eSYNC Modem.
- Replacement Insurance does not cover approved devices (such as the personal digital assistant or smartphone) used with the eKEY service.
- All claims are subject to investigation by UTC Fire & Security Americas Corporation, Inc. to verify that the claim is not fraudulent.

**Note:** If the covered product listed above is returned within thirty (30) days of date shown below, a refund of the replacement cost will be issued to Keyholder. If the covered product listed above is returned more than thirty (30) days after date shown below, a refund, less a \$30.00 administration and restocking fee per item, will be issued to the Keyholder.

If Keyholder is terminating the Key and Service, Keyholder has complied with the terms and conditions stated in the Keyholder agreement by returning all components provided with the Key and Service to UTCFS, or to such location specified by UTCFS, and/or deleting all software provided with the Key and Service from any personal computers or devices used in connection with the Key and Service. Keyholder has paid UTCFS any amounts that were owing prior to the termination date, including any applicable liquidated damages for the failure to return components provided with the Key and Service.

If Keyholder is cancelling Replacement Insurance, Keyholder understands that such insurance can be added again at any time during the term of the applicable Keyholder Agreement.

If Keyholder is changing Key or Service, Keyholder understands that the terms and conditions of the Keyholder Agreement will apply to such change.

As stated in the Keyholder Agreement, Keyholder is not entitled to a refund of any monies paid under the Keyholder agreement.

\_\_\_\_\_  
Keyholder Acknowledgement

\_\_\_\_\_  
Date