



Know more about us:

Smart Connection is a technology company that specializes in smart home and buildings automation and control solutions.

We provide simple and intuitive user interface systems for security, communication, audio and video, lighting and window coverings as well as energy saving technologies.

Our experience, quality and competitiveness in the field of design and installation of automated buildings and smart homes, makes **Smart Connection** a viable, solid company, always focused on innovation and the changing times.

Why Turn Your Home into Smart Home with Us:

- Affordable, Lowest Market Price.
- Wireless System, No Drilling and No Wiring
- Portable, all Components are Portable, Making them also ideal for Renters, You can move the system from one Apartment to another.
- Fast Installation, Ease and Non-Invasive, Installation in 1 day
- Customizable, Choose only the Products that you need now, and Expand later.
- Convenience and Simplicity - Control your ... Lights, TV, AC, Curtain, Entertainment System and much more from your Smart device from anywhere in the world.
- Lock & Unlock Doors with your Smart Device.
- Helps elderly and disabled people to live a dignified life on their own.
- Eco friendly & Cost Saving, Save up to 40% on your utility bill and pays for itself in no time.
- Raise the value of your property.
- Monitor your kids and home wherever you are.
- Comfort and Lifestyle, Voice Control Your Home.
- Security, Safety and Prevention, Prevent a Small Leak from Causing a Disaster.
- Irrigation Control.



Working Hours:

- 09:00 am to 10:00 pm Saturday to Thursday, Except for public holidays

Installation duration for packages:

- Installation Duration for all Packages are 1 Day only

The Fine Print:

Validity: COBONE voucher valid for 3 months from date of purchase.

Purchase: Unlimited per person.

Redemption: Contact 056-5041408 or 02-6446332. Prior booking (subject to availability) at least 24 hours in advance.

Cancellation: 24 hours before appointment.

Terms and Conditions:

1. DEFINITIONS

- Smart Connection systems monitoring and information technology, "THE COMPANY" is the organisation responsible for the design and installation of the system which is the subject of this Agreement, sometimes referred to as "our" or "we" in these Terms and Conditions.
- "THE CLIENT" is the person or organisation whom purchased one or more of the packages from COBONE website, sometimes referred to as "you" or "your" in these Terms and Conditions.
- "THE PROJECT" is the client property, in which should match the client's selection from COBONE packages.
- "THE INSTALLATION" is the installed system as detailed in this Package.
- "INSTALLATION STANDARD" is the standard according to which the equipment is to be installed and/or maintained, together with any other formal requirements



stipulated as a condition of the regulatory body by which the COMPANY is approved.

- "VOUCHER" means the confirmation of purchasing of one or more of the packages/offers.

- "SIGN-OFF FORM" means the date on which the agreed installation is completed and/or the SIGN-OFF FORM has been signed.

2. GENERAL

2.1 The CLIENT can accept these Terms and Conditions by Purchasing any of COBONE Packages/Offers.

2.2 Working hours of 9.00am to 10.00pm Saturday to Thursday, Except for public holidays

2.3 The Voucher is valid for 03 Months from date of Purchase.

2.4 Installation is inside Abu Dhabi only

2.5 System Can be installed only for fully constructed and furnished property.

2.6 Purchased vouchers are not valid for cash back

2.7 All bookings are subject to availability

4. COST & PAYMENT

4.1 The Packages costs may be revised if:

- a) The CLIENT requires the work to be carried out more urgently than agreed.
- b) The CLIENT requires to change the devices included in his selected Package.
- c) Any other special circumstances that arise and were not part of the package services, This includes:
 - i) Re-visits of the installer/technicians/engineers for re-configuration of the system because of a customer mistake, after the customer signed the "SIGN-OFF FORM", that would be an extra charge of AED 100

5. COMPANY'S OBLIGATIONS

- i) We agree to complete the installation and hand it over in working order.
- ii) Installation time for all standard packages in 1 day
- ii) When we commission the installation and you are satisfied with the installation, a 'SIGN-OFF FORM' will be issued for CLIENT to sign.
- iii) We agree that, if any of our installation workmanship is found faulty within 1 year from the date of completion of the project, it will be repaired or replaced at the company's expense, let us know as soon as the fault occurs and our team will work on the repair/replacement.
Maintenance/repairs/trouble-shooting After the expiration of One year period will be charged.

6. CUSTOMER'S OBLIGATIONS

- i) CLIENT agrees to give us and our workers full access to his PROJECT site to survey, measure, install, test and service the equipment.

You also agree to provide an adequate electricity supply for the Equipment to operate correctly. If our work is interrupted or delayed because of a problem with access, or the electricity supply is inadequate, we may make an extra charge. We are not liable if completion is delayed due to the circumstances beyond our control. By purchasing this voucher with us, you guarantee that you have full authority to allow the installation and no other consent is needed.

- ii) The CUSTOMER is responsible for the availability of a broad-band Internet WiFi service, a router that provides (static) IP address function, and know the username and password to access this router and Wi-Fi coverage in the installation area, otherwise we may make an extra charge.

7. PRODUCT WARRANTY

- All products are sold as new. We guarantee All our products to be free of defects in workmanship and material for 1 year, unless otherwise specified, from the day CUSTOMERs receive their order. We will repair/replace items providing there is no evidence of CUSTOMER misuse or alteration.

In case of CUSTOMER misuse or alteration, Warranty will be Void.

- Warranty is 1 Year 'return to base' if faulty. You will need to provide as much information as possible regarding the fault.

8. Refund and Exchange

- If we are unable to configure the system because of product technical issue, a full Refund / Exchange will be offered.
- Once the technician completed the work and left the project location, Refund / Exchange will not be accepted.
- In case of any faults or defects in the products within 6 months after installation, a new product replacement will be offered.

9. REMOTE VIEWING & IT ISSUES

- If we are unable to configure the system or the remote viewing on the day of the scheduled installation due to IT technical issues, ISP unavailability or lack of details such as Router IP address, user name & password
Change of Internet service provider, re-set of router, new mobile phone, loss of settings on the router or a new operating system we may make an extra charge.

10. FORCE MAJEURE

- Any failure by the COMPANY to fulfil any of its obligations under the terms of this Purchase/Agreement due to reasons beyond its control shall not be considered a breach of this Purchase/Agreement.

Thank you for your business.