



Nuki Pro Partner agreement

Thank you for signing up as a Nuki Pro partner. By sending your registration you are accepting this agreement for the Nuki Pro partner program and the use of the Nuki Pro online shop. This agreement supplements the **General Terms and Conditions** of Nuki, which you can view on our website at any time.

As a Nuki Pro partner, you create added value for your company as well as for your customers. The Nuki Pro partner program is aimed at small and medium-sized businesses including smart home specialists, businesses in the electrical installation industry, and locksmiths. Before a new registration is activated, the registration is checked manually. This process may take a few days

Requirements for becoming a Nuki Pro Partner

- a physical store/showroom or a focus on personal customer service (mere online trade is excluded).
- a valid VAT identification number, which is activated for trade within the EU.
- the affiliation to one of the above-mentioned industries or a business model that corresponds to the business philosophy of Nuki

Nuki reserves the right to refuse registrations without giving reasons or to forward the contact within the Nuki sales department to offer cooperation through a different channel (for example as a key account).

Benefits of the Nuki Pro partner program

As a Nuki Pro partner you will benefit from the following reseller conditions and advantages:

- Access to the Nuki Pro online shop, where you can buy at B2B net prices without minimum order quantity.
- Exclusive Nuki Pro product and marketing bundles at discounted rates.
- Nuki store locator entry*.
- EA dedicated Nuki Pro contact person to reach under pro@nuki.io.
- Marketing support: Access to marketing materials through the Nuki Pro shop and free access to product images, marketing texts and product videos.
- Newsletters featuring the latest product news, promotions, and much more.

*The store locator serves as a database for the Nuki customer support to actively refer customers to existing Nuki Pro partners. For this purpose, we ask you to provide us with the necessary information in digital form. The Nuki Pro partner is exclusively responsible for the content being correct and up-to-date. Nuki reserves the right to refuse entry in the Nuki store locator. If you do not want to be listed, please contact pro@nuki.io

Terms and conditions for participation in the Nuki Pro partner program

Nuki Pro partners are allowed to advertise and resell all Nuki products on their website (except online market places).



Nuki provides marketing materials such as logos, graphics, product images etc. for free. Partners may integrate videos from the Nuki Youtube channel into their website. Videos may not be downloaded and re-upload on other Youtube channels.

Nuki prohibits the advertising of the Nuki brand including the modification in Search Engine Advertising (SEA) with text, images or shopping ads. For a complete list of all keywords that need to be uploaded into the advertising account as a negative list, please [click here](#).

The Nuki Pro partner must use their name on their online presence and must not invoke the impression of the official Nuki website.

Nuki Pro Shop terms and conditions

In the Nuki Pro shop you benefit from a fully automated ordering process. As soon as your order is completed, it is transferred to our system and processed. No products can be added or removed once an order has been placed. Delivery times are as indicated in the Pro shop.

For orders with a value of less than € 500.00, a flat rate of € 8.40 will be charged for shipping and handling. If this order value is reached, delivery is free of shipping costs, provided it is a separate order. Individual orders cannot be combined so that the order value is reached.

Nuki reserves the right to adjust the prices or the composition of the product bundles at any time.

Return policy

Please note that you are obligated to inspect the devices immediately upon receipt and to report any defects as soon as possible. Only demonstrably defective devices may be returned. Functioning devices cannot be returned.

All Nuki products must be registered before returning. All returned goods that arrive unannounced (without MA number) at our logistics partner will not be assigned and processed further. Register your return shipment via our website, you can find more information [here](#). We will refund the goods upon receipt of the notified return shipment.

Any shipping costs that may incur will be covered by the sender and will be settled by Nuki with a € 15 credit note for the Nuki Pro shop.

Contract duration/exclusivity

The partnership can be terminated monthly, at the end of each month, by either side without giving reasons.

Nuki does not grant regional exclusivity rights to its Pro partners.

It is not necessary to send this agreement separately via email. By submitting the registration form you are accepting the agreement as well as the image and trademark rights by Nuki.