

PART SALES RETURNS & EXCHANGE POLICY

We have a seven (7) calendar days' return & exchange policy upon your receipt of the order subject to the following terms & conditions:

- 1) Items sold are not returnable
- 2) However, exchanging the returned item with another item is permissible
- 3) All returns must be resalable and include original invoice
- 4) All packaging must be as original, unmarked and not defaced in any manner
- 5) Items purchased as part of a set or multi-item pack, have to be exchanged as a whole set
- 6) If the product for which you wish to exchange is of a higher price than the original price purchased, then you will be required to top up the balance using cash
- 7) If the product for which you wish to exchange is of a lower price than the original price purchased, the balance will not be refunded
- 8) No refund will be available for the customer should nothing for exchange is fitting
- 9) Restocking fees of RM20 per item is applicable for all returns
- 10) Transportation fees for a single trip of RM20 per item is applicable only for dealers

Please note under this policy, we do not generally permit the return or exchange of:

- 1) Exchange requisitions made after the period (7 calendar days upon receipt of the order)
- 2) Disassembled, installed, brazed or tried parts
- 3) Electrical parts (excluding warranty claims)
- 4) Provided wrong part number or information
- 5) Change of mind
- 6) Item unwanted
- 7) Purchased items from other Daikin dealers

Important customer advice:

- 1) *To prevent any potential problems or returns, it's always best not to accept of the carton or packaging in which your product received is or appears to be damaged*
- 2) *Cancellation is not allowed at the same day of delivery or after invoicing has been processed*
- 3) *If your product becomes defective more than 7 days after receipt, please follow the instructions found in the written Daikin Part Sales Warranty attached*

DAIKIN MALAYSIA SALES & SERVICE SDN. BHD.

198301014326 (109719-M)

Head Office : Lot 9, Jalan 13/6, Seksyen 13, 46200 Petaling Jaya, Selangor D.E. ■ Tel: 03-7953 8388 ■ Fax: 03-7956 4371 ■ Daikin Contact Centre 1300-88-DAIKIN (324546)

■ Johor : Tel: 07-557 7788	Fax: 07-558 8608	■ N.Sembilan : Tel: 06-7688 969 / 996	Fax: 06-7688 696	■ Sabah : Tel: 088-722 194/5	Fax: 088-722 196
■ Kedah : Tel: 04-7330 235 / 7305 670	Fax: 04-7309 164	■ Pahang : Tel: 09-567 6778, 567 8996	Fax: 09-567 9778	■ Sarawak : Tel: 082-333 299	Fax: 082-333 499
■ Kelantan : Tel: 09-7474 578 / 678	Fax: 09-7470 578	■ Perak : Tel: 05-548 2307/327	Fax: 05-548 2295		
■ Melaka : Tel: 06-288 1133	Fax: 06-288 1155	■ P.Pinang : Tel: 04-331 1670/67	Fax: 04-331 1671		



Perfecting the Air



Our ref: DMSS/WR/SP/LKS/0719/001

Date: 10 July 2019

PRODUCT WARRANTY FOR DMSS PART SALES

Daikin Malaysia Sales & Service Sdn. Bhd. (DMSS) warrants our product is free from manufacturing defects from the date of parts purchase under normal use & service for the periods as indicated below:

- a. Compressor, accessories & installation materials - no warranty
- b. Other core parts - 2 months
- c. External water pump - 1 year

WARRANTY CONDITIONS

1. The warranty provided by **DMSS** shall apply to manufacturing defects only.
2. Warranty card (if applicable) is irreplaceable in the event of loss and is non-transferable.
3. This warranty only covers product installed in Malaysia only.
4. Upon presentation of warranty card / proof of purchase, all defective parts shall be returned to **DMSS** sales office. **DMSS** reserves the right to make the final decision on the replacement of the said defective parts.
5. Under the following circumstances, parts warranty will be void even during the warranty period:
 - a. The warranty card cannot be produced when claims are made.
 - b. The warranty cards are soiled, altered or otherwise tampered with.
 - c. The serial number of product has been altered, tampered with or removed.
 - d. The product unit has been tampered with, subject to misuse, negligence and damaged while in transit.
 - e. The product unit has not been installed, maintained or operated in accordance with instruction given by manufacturer.
 - f. The product unit has undergone repairs, modifications, or dismantled by any other person prior verification or approval by **DMSS**.

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- g. The core parts are not installed in DMSS air conditioning products
 - h. Defects caused by abnormal voltage or the in-coming power supply from a generator.
 - i. Defects caused by fire, lightning and other natural disasters or due to deviation from recommended application and installation.
 - j. Defects caused by household pests such as lizard, rat, cockroach, etc.
 - k. Defects caused by chemical reaction, excessive heat, excessive dust, corrosive surroundings, such as cement factory, animal farm, etc.
6. DMSS' liability under this warranty is limited to defective products only. The warranty does not cover any losses and damages caused directly or indirectly by the products.

Thank you.

Yours Sincerely,



JOSEPH LEONG
(Senior Manager, Part Sales)