



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:

***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*

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

www.daikin.com.my