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 permittable
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**