



Perfecting the Air

## **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*

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## **DAIKIN MALAYSIA SALES & SERVICE SDN. BHD.**

198301014326 (109719-M)

**Head Office** : TB-L22, Level 22, Tower B, Plaza 33, No. 1, Jalan Kemajuan, Seksyen 13, 46200 Petaling Jaya, Selangor Darul Ehsan, Malaysia.

**Customer Care Centre** : Lot 9, Jalan 13/6, Seksyen 13, 46200 Petaling Jaya, Selangor Darul Ehsan, Malaysia. **Call Centre** : 1300-88-DAIKIN (324546)

• Johor	: +607-557 7788	Fax: +607-558 8608	• Negeri Sembilan	: +606-768 8969	Fax: +606-768 8696	• Sabah (KK)	: +6088-722 194	Fax: +6088-722 196
• Kedah	: +604-730 5670	Fax: +604-730 9164	• Pahang	: +609-567 6778	Fax: +609-567 9778	• Sabah (Sandakan)	: +6089-464 080	Fax: +6089-464 780
• Kelantan	: +609-747 4578	Fax: +609-747 0578	• Perak	: +605-548 2307	Fax: +605-548 2295	• Sarawak	: +6082-333 299	Fax: +6082-333 499
• Melaka	: +606-288 1133	Fax: +606-288 1155	• Penang	: +604-3311 670 / 667	Fax: +604-3311 671	• Sarawak (Miri)	: +6085-426 303	Fax: +6085-322 196

[www.daikin.com.my](http://www.daikin.com.my)



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## 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, Installation Materials, Parts that have been BRAZED & Other Accessories. | - <b>No Warranty</b> |
| b. Other core parts   | 2 months             |
| c. External water pump  | 1 year               |

## WARRANTY CONDITIONS

- The warranty provided by **DMSS** shall apply to manufacturing defects only.
- Warranty card (if applicable) is irreplaceable in the event of loss and is non-transferable.
- This warranty only covers product installed in Malaysia only.
- 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.
- Under the following circumstances, parts warranty will be void even during the warranty period:
  - The warranty card cannot be produced when claims are made.
  - The warranty cards are soiled, altered or otherwise tampered with.
  - The serial number of product has been altered, tampered with or removed.
  - The product unit has been tampered with, subject to misuse, negligence and damaged while in transit.
  - The product unit has not been installed, maintained or operated in accordance with instruction given by manufacturer.
  - The product unit has undergone repairs, modifications, or dismantled by any other person prior verification or approval by **DMSS**.
  - The core parts are not installed in DMSS air conditioning products.
  - Defects caused by abnormal voltage or the in-coming power supply from a generator.
  - Defects caused by fire, lightning and other natural disasters or due to deviation from recommended application and installation.
  - Defects caused by household pests such as lizard, rat, cockroach, etc.
  - Defects caused by chemical reaction, excessive heat, excessive dust, corrosive surroundings, such as cement factory, animal farm, etc.
- 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.

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