

TERMS & CONDITIONS OF WARRANTY



General Warranty Terms

This product is fully guaranteed against defective materials and manufacturing defaults including parts and services for a period of **one (1) year** or **five (5) years** with effective from the date of installation.

1. The warranty provided by **UNITY KITCHEN SDN BHD** shall apply to manufacturing defects and it covers for workmanship, cabinet parts & mechanism, labour & transportation charges.
2. The warranty card is not transferable.
3. Customer shall responsible and required to report in the event of loss in order to proceed with the warranty card reapplication.
4. Customer shall only engage our Customer Care Consultant to provide warranty related services.
5. Customer is required to present warranty card and original proof of purchase documents (Invoice & Official Receipt) when service is required. In otherwise, cost of labour & transportation will be imposed even during the warranty period.
6. Under the following circumstances, replacement of material costing, labour & transportation fee will be chargeable even during the warranty period. The warranty **DOES NOT** extend to the followings:
 - Defects for all types of material such as doors and table tops reports to us after **one (1) month** of grace period from the installation dates.
 - Defects are caused by fire, lightning, negligence, electrical disturbance, accidents and other natural disasters or deviation from recommended application and installation by other party.
 - Defects are caused by household pests and / or pets such as termites / ants, rats, lizard, dogs / cats, and etc.
 - Defects are caused by chemical reaction, excessive heat, excessive dust, corrosive surroundings such as cement factory, animal farm, etc, and humidity surroundings such as located at uphill area, etc.
 - Defects are caused by leaking issues from piping, water tap, sink, air-conditioners, window, doors, aquarium, etc.
 - Defects on our products has undergone, repaired, modified, or dismantled by any other person prior verification of approval by **UNITY KITCHEN SDN BHD**.
7. Decisions by **UNITY KITCHEN SDN BHD** on all questions pertaining to complaints as results of defects, either workmanship or material shall be conclusive.
8. **UNITY KITCHEN SDN BHD** shall not be held responsible for any injuries or damages resulting from the use of these products. Purchasing any of our products signifies your acceptance of this statement and releases **UNITY KITCHEN SDN BHD** and any of it's owners from any and all liability.
9. **UNITY KITCHEN SDN BHD** reserved the right to impose additional charges or may refuse to attend to any products installed locations which are in accessible and/ or hazardous to our installers/ service team.