

## WARRANTY POLICY

Kinetiq provides a warranty to the original purchaser of this product against defects in materials and workmanship for a period of one year. If a product covered by this warranty is determined to be defective within the warranty period, Kinetiq will repair or replace the defective part with a new or remanufactured part free of charge subject to the terms and conditions stated herein:

### TERMS & CONDITIONS

To obtain warranty service, **proof of purchase in the form of a purchase invoice receipt and warranty certificate or copy thereof** is required to show that a product is within the warranty period. If any one of the documents cannot be produced, corresponding fees for labor and replacement parts will be charged.

### Parts and Labor

There will be no charge for parts or labor during the warranty period. Replacement parts and units may be new or recertified at Kinetiq's option and sole discretion. Replacement parts and units are warranted for the remaining portion of the original warranty. Our decision on all questions relating to complaints as a result of defects, either workmanship or materials, shall be conclusive and you shall agree to abide by such a decision. Any units or defective parts which have been replaced shall become Kinetiq's property. After the lapse of this warranty, a charge will be made on all labor and replacement of parts.

### Type of Service

Defective products must be sent to a Kinetiq service center to obtain warranty service. Kinetiq is neither responsible for transportation costs to the service center nor Kinetiq will cover return shipping to the customer. Product returns to service centers must utilize either the original carton box and shipping material or packaging that affords an equal degree of protection.

For home service, the transportation fee of Kinetiq service personnel will be charged to the customer, depending on the location. Our service personnel reserve all rights to refuse to attend to any equipment installed in inaccessible locations or any other hazardous situation.

## **LIMITATIONS & EXCLUSIONS**

Kinetiq's one-year limited warranty only covers defects in materials and workmanship; however, this warranty does not cover the following:

01. Damage resulting from accidents, transportation, misuse, abuse, alteration, tampering, negligence, or poor maintenance.
02. Defects or damage due to spillage of food/liquids or improper usage of electrical supply or electrical circuit, major fluctuations in voltage, or exposure to rain or moisture.
03. Damage, losses, defects or malfunction as a result of fire, flood or other Acts of God.
04. Normal wear-and-tear, corrosion, rusting or stains.
05. Defects & damage arising from improper testing, operation, usage of wrong component, demonstration, maintenance, installation, adjustment or any alteration or modification of any kind.
06. Scratches & damage to the outer surface areas and externally exposed parts that are due to normal customer use.
07. General maintenance & routine servicing.
08. Claims for damaged/missing parts after 7 days from the date of purchase.
09. If any part/s of the unit are replaced with a part or parts not supplied or approved by us or the unit has been dismantled or repaired by any person other than a Kinetiq authorized technician.
10. Any product/unit which has its serial number removed or made illegible/tampered.

## **LEGAL DISCLAIMERS**

This warranty is governed by the laws of the Republic of the Philippines and complies with all regulations under Consumer Act of the Philippines (RA 7394). The remedies outlined in this policy are the sole recourse available under this warranty.