SHARP ELECTRONICS (MALAYSIA) SDN BHD (356997-H)

1-to-1 Exchange Warranty Program

Terms & Conditions

1. The “Sharp 1-To-1 Exchange Warranty Program” (hereinafter referred to as “The Program”) is valid for selected products purchased from any Sharp Authorized Dealer within Malaysia.
2. The warranty coverage period is one (1) year from the date of purchase, as stated on the proof of purchase.
3. The Program covers defects in mechanical and electrical components arising under normal use only. External and/or internal casing parts, cosmetic defects, and defects or damage not attributable to mechanical or electrical component failure are excluded from this coverage.
4. Product replacement is subject to verification and approval by Sharp Electronics (Malaysia) Sdn. Bhd. (“SEM”) and will be based on the declared value of the eligible product only.
5. Only ONE (1) replacement is allowed for each eligible product during the warranty coverage period. Upon completion of the replacement, the entitlement under The Program for the original product shall be deemed fully utilised.
6. To make a claim, purchasers must return the faulty product to the Sharp Authorized Dealer where the product was purchased for inspection, verification and basic functional testing. A valid proof of purchase and product details, including model and serial number, must be provided. SEM and/or the dealer may request additional supporting information or documents where necessary.
7. Products that have been modified, altered, tampered with, misused, improperly installed, or damaged due to accident, negligence, improper handling, external causes or intentional acts are not eligible for The Program.
8. Where a replacement is approved, the replacement unit will be of the same model. If the same model is unavailable, SEM reserves the right to provide an equivalent model or specification, provided that the replacement value does not exceed the declared value of the eligible product. No cash refund or cash equivalent will be provided in lieu of a replacement.
9. All claims are subject to verification. SEM reserves the right to reject any claim that is incomplete, inaccurate, fraudulent, duplicated, unsupported by valid proof of purchase, or otherwise does not comply with these Terms and Conditions.
10. SEM shall not be liable for any incidental, contingent, special, indirect or consequential loss or damage to persons or property arising from the use or performance of the product or participation in The Program, to the extent permitted by law.
11. SEM’s decision on all matters relating to The Program, including claim eligibility and replacement approval, shall be final and binding.
12. SEM reserves the right to amend, modify, suspend or withdraw The Program and/or these Terms and Conditions at any time without prior notice.

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Eligible Models

This program applies exclusively to the following models:

KETTLE EKJ171WH EKJ171PK	**STAND MIXER** EMH55WH EMS60WH
BLENDER EM60PMWH EM130WH EM131BK	**VACUUM CLEANER** ECNS16R ECLS20R ECC1219S ECC1819R ECC2219N ECCS15MB ECSG21MB ECSG35XMB ECCG16MB
ELECTRIC OVEN EO9MTBK EO35STMA EO40KMA EO60KMA	
FAN PJS400M PJW400 PJT169BL PJT169GY PJS169BL PJS169GY PJW169GY PJW169RGY PJSL165LGY/SN/BB/MC/VA	**RICE COOKER** KSH108GWH/SSL/SPK KSH188GWH/SSL/SPK KSH228SSL/SPK KSH288SSL/SPK KSH458CWH KSH668CWH KSH858CWH KSH1008CWH KST18AMWH KSF18AMWH KSF101MW KSL18MYBK KSFR18MYSL KSR186MP KSXW181MS KSF181MW

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CLAIM PROCEDURE

Step 1: Product Return / Claim Submission
Customer returns the faulty or damaged eligible product to the Sharp Authorized Dealer where the item was purchased, together with a valid proof of purchase. For products where physical return is not practical, the Dealer or SEM will advise on the appropriate inspection arrangement.

Step 2: Initial Verification
Dealer verifies the following details:
• Customer Information
• Product Details (model and serial number)

• Warranty Validity
• Proof of Purchase

Step 3: Product Testing
Dealer performs a basic inspection and/or functional test, where applicable, to verify the reported fault or damage.
• If the product is **functioning normally**, it will be **returned to the customer.**
• If the product is not functioning properly, proceed to Step 4.

Step 4: Replacement Process
• Upon approval, the dealer arranges a new replacement unit of the same model. If the same model is unavailable, an equivalent model or specification may be provided, subject to the replacement value not exceeding the declared value of the eligible product.
• Customer receives the approved replacement unit.

Step 5: Customer Acknowledgement
Customer signs the Replacement Checklist Form to acknowledge receipt of the replacement unit. The form includes:
• Customer Name
• IC Number
• Mobile Number