SHARP

TERMS AND CONDITIONS

3 YEARS GENERAL WARRANTY CAMPAIGN

Definition:

For the purpose of these Terms and Conditions, "SEM" refers to Sharp Electronics (Malaysia) Sdn. Bhd. (Company No: 199501027792/ 356997-H).

1. CAMPAIGN PERIOD

a. The SHARP 3 Years General Warranty Campaign ("Campaign") runs from 1 October 2026 to 31 March 2027 ("Campaign Period").

b. SEM reserves the right to extend or revise the Campaign Period, subject to applicable laws. Any changes will be reflected in the latest Terms and Conditions published on SHARP Malaysia's official website.

2. ELIGIBILITY AND SUBMISSION REQUIREMENTS

a. The Campaign offers a total of three (3) years General Warranty for selected brand-new SHARP products purchased from SHARP authorised dealers in Malaysia during their applicable eligibility periods, subject to these Terms and Conditions.

b. Depending on the model, the total three (3) years General Warranty comprises either (i) two (2) years standard General Warranty plus one (1) additional year, or (ii) one (1) year standard General Warranty plus two (2) additional years.

c. The additional General Warranty is subject to the same terms, exclusions and limitations as the applicable standard General Warranty, unless otherwise expressly stated.

d. The Campaign supersedes the previous SHARP +1 Extended Warranty Program for eligible purchases made on or after 1 October 2026, subject to the applicable model eligibility periods and these Terms and Conditions. Products previously eligible under that program retain warranty benefits validly granted under the terms applicable at the time of purchase. This transition does not retrospectively confer additional benefits on ineligible purchases.

e. Purchases outside the applicable model eligibility period do not qualify for this Campaign's additional General Warranty.

f. To be eligible for this Campaign, customers are required to complete the online e-Warranty registration via SHARP's official Warranty Registration Portal at https://my.sharp/sharp-warranty-registration **within thirty (30) days from the original date of purchase**, together with valid proof of purchase, product serial number and any other information reasonably required by SEM for verification.

   Failure to complete the registration within the stipulated period may result in ineligibility for the additional warranty benefits, subject to the applicable Terms and Conditions and laws.

   Campaign eligibility shall be determined based on the original purchase date, eligible product model and applicable Campaign Terms and Conditions.

g. If registration information is found to be incomplete or incorrect, the customer may be notified by email or SMS to make the necessary corrections or provide any required information within seven (7) working days from notification. Failure to provide the requested information may result in rejection of the registration or Campaign benefit, subject to applicable law.

h. For avoidance of doubt, the three (3) years General Warranty shall commence on the original purchase date stated in the valid invoice or receipt, and shall not commence or be extended by the registration or approval date.

3. ELIGIBLE MODELS

The Campaign applies only to the selected SHARP product models listed below, subject to their respective effective purchase dates during the Campaign Period and the applicable Terms and Conditions. SEM reserves the right to revise the Eligible Models List from time to time.

Table 1: Television

Model number	Warranty structure
4TC55JL5500X	2Y+1Y
4TC65JL5500X	2Y+1Y
4TC75JL5500X	2Y+1Y
4TC55HL6500X	2Y+1Y
4TC55HN7000X	2Y+1Y
4TC65HL6500X	2Y+1Y
4TC65HN7000X	2Y+1Y
4TC65HU8500X	2Y+1Y
4TC75HL6500X	2Y+1Y
4TC75HN7000X	2Y+1Y
4TC75HU8500X	2Y+1Y
4TC85HN7000X	2Y+1Y
4TC85HU8500X	2Y+1Y
4TC98HN7000X	2Y+1Y

Table 2: Refrigerator

Model number	Warranty structure
SJM60MK	1Y+2Y
SJD1922MDS	1Y+2Y
SJ287MDS	1Y+2Y
SJ327MDS	1Y+2Y
SJ1988MDS	1Y+2Y
SJ2188MDS	1Y+2Y
SJ2688MDS	1Y+2Y
SJF489GK	1Y+2Y
SJF489GW	1Y+2Y
SJF489MK	1Y+2Y
SJF589GW	1Y+2Y
SJF609SFGW	1Y+2Y
SJX6322MS	1Y+2Y
SJXP6822MS	1Y+2Y
SJXP6822GK	1Y+2Y

Table 3: Air Conditioner

Model number	Warranty structure
AHX9DCD	1Y+2Y
AHX12DCD	1Y+2Y
AHX18DCD	1Y+2Y
AHX24DCD	1Y+2Y

Table 4: Washing Machine / Washer Dryer

Model number	Warranty structure
ESX156	2Y+1Y
ESX1521	2Y+1Y
ESX2021	2Y+1Y
ESWM15BMG	2Y+1Y
ESFX10BPG	2Y+1Y
ESW10SM	2Y+1Y
ESW12SM	2Y+1Y
ESW14SM	2Y+1Y
ESW17SM	2Y+1Y
ESWX10AMG	2Y+1Y
ESWX12AMG	2Y+1Y
ESWX14AMG	2Y+1Y
ESWX18AMG	2Y+1Y
ESWX24AMG	2Y+1Y
ESY1619	2Y+1Y
ESFX7APG	2Y+1Y
ESFX9APB	2Y+1Y
ESFX10APB	2Y+1Y
ESFX11APB	2Y+1Y
ESDX11APB	2Y+1Y
KDHT10JPG	2Y+1Y
ESFK852EMW	2Y+1Y
ESFK1054SMG	2Y+1Y
ESFK1252SMG	2Y+1Y
ESDK1054PMS	2Y+1Y
ESFJ852AMG	2Y+1Y
ESFJ1054AMG	2Y+1Y
ESFJ1254AMG	2Y+1Y
ESDJ1054AMS	2Y+1Y
ESDJ1254AMS	2Y+1Y

4. CAMPAIGN MECHANICS

a. Subject to verification and approval of registration, eligible customers receive a total of three (3) years General Warranty from the original date of purchase, comprising the applicable standard General Warranty and the additional warranty period provided under this Campaign.

b. The Campaign applies only to eligible models in Section 3 and to the applicable model-specific eligibility periods.

c. SEM reserves the right to inspect products submitted for warranty claims and determine whether the reported defect is covered under the applicable General Warranty Policy. For defects covered by the applicable General Warranty, labour and spare parts costs will be covered during the three (3) years General Warranty period, subject to the General Warranty Policy.

d. The Campaign covers defects in mechanical and electrical components only. External and internal casings are excluded.

e. This Campaign does not extend separate component-specific warranties, including compressor, motor and control-board warranties, unless expressly stated otherwise.

f. The General Warranty Policy does not cover misuse, accidental damage, defacement, alteration of serial numbers, abnormal handling, negligence, non-original consumables, unauthorised servicing, modification, unstable or abnormal voltage, failure to comply with applicable operating or maintenance instructions, or events beyond reasonable control, subject to the General Warranty Policy and applicable law.

g. The Campaign is non-transferable and applies only to the original purchaser identified in the proof of purchase and warranty registration.

h. This Campaign warranty extensions shall not be stacked with another promotional extension to provide an aggregate warranty period exceeding three (3) years, unless expressly approved by SEM. Where another SEM warranty campaign applies to the same qualified model, the applicable entitlement shall be determined in accordance with the terms under the relevant campaign terms and SEM's written confirmation, where necessary.

i. The warranty for the air conditioner, including the compressor and all related parts, shall be rendered null and void if the unit has not been regularly and properly maintained and cleaned, including but not limited to periodic cleaning of the air filters, evaporator, condenser, and other essential components. The Company shall not be liable for any defect, malfunction, damage, or deterioration in performance arising directly or indirectly from such failure.

j. These Terms and Conditions shall be read together with SHARP's full General Warranty Policy, which available at:
https://my.sharp/sites/default/files/uploads/ABT%20Us/Conditions%20of%20Warranty%20-%202022.pdf ("General Warranty Policy").

   In the event of any inconsistency concerning the specific benefits of this Campaign, these Terms and Conditions shall prevail in respect of the Campaign benefits.

k. By participating, customers are deemed to have read and agreed to these Terms and Conditions and the applicable General Warranty Policy, subject to applicable law.

5. GENERAL CONDITIONS

a. Warranty benefits apply only to the original purchaser named in the proof of purchase and warranty registration.

b. Customers must retain the SHARP Product Warranty Card and valid proof of purchase (invoice or receipt) for verification.

c. SEM may verify the authenticity and sufficiency of submitted documents and request additional supporting information where necessary.

d. SEM may amend, extend or withdraw this Campaign, including its Eligible Models List, subject to applicable laws. Changes will be published on SEM's official website or communicated through participating dealers.

e. Amendments apply prospectively from their effective dates and do not affect warranty benefits already validly granted to eligible customers.

f. This Campaign supersedes the previous SHARP +1 Extended Warranty Program for eligible purchases with effect from 1 October 2026. Previously granted benefits under the earlier program shall remain subject to their original applicable terms.

g. SEM reserves the right to reject a registration or warranty claim where it reasonably determines, based on supporting evidence, that the registration or claim involves fraud, material misrepresentation, falsified documents, tampering with the product serial number or other material abuse of the Campaign, subject to applicable law.

6. PERSONAL DATA PROTECTION

a. Personal data collected in connection with the Campaign will be handled in accordance with applicable data protection laws, including Malaysia's Personal Data Protection Act 2010 (Act 709).

b. Relevant personal data may be processed for warranty registration, eligibility verification, customer communication, warranty administration and other compliance with applicable legal obligations in accordance with SEM's applicable privacy notice.

c. Where necessary for the purposes stated above, SEM may disclose relevant information to authorised SHARP Service Contractors and other relevant service providers solely to facilitate warranty, servicing and repair activities, subject to applicable data protection requirements.

d. Customers may refer to SEM's applicable privacy notice for further information on the collection, use, disclosure, retention and protection of their personal data and their rights under applicable data protection laws.

7. CUSTOMERS' CONDUCT

Customers are requested to communicate courteously and professionally with SEM staff and authorised service personnel to facilitate a smooth service experience.

8. CONTACT INFORMATION

For enquiries regarding the Campaign, please contact SHARP Electronics Malaysia Customer Service at 03-8026 6228 or sharpcs_support@my.sharp-world.com.