

Terms and 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 warranty covers **mechanical and electrical component defects only**. External and/or internal casing parts are **excluded** from this coverage.
4. Product replacement will be made based on the **declared value** of the product only.
5. **ONE-TIME REPLACEMENT ONLY** is allowed within the warranty period.
6. Purchasers are required to visit any **Sharp Authorized Dealer or Service Centre** to inspect and verify the faulty product **before** the 1-to-1 product exchange is approved.
7. Products that have been **modified, altered, or damaged**, whether **accidentally or intentionally**, are **not eligible** for The Program.
8. Sharp Malaysia shall **not be liable** for any incidental, contingent, special, or consequential damages to persons or property arising from the use of performance of the product.
9. Sharp **reserves the right** to amend, modify, or update these Terms and Conditions **at any time without prior notice**.

Eligible Models

This program applies exclusively to the following Sharp models:

KETTLE EKG171WH EKG171PK EKG17K EKG17P	ELECTRIC OVEN EO9MTBK EO35STMA EO40KMA EO60KMA	
BLENDER EM60PMWH EM130WH EM131BK	FAN PJT405M PJS400M PJW400 PJT169BL PJT169GY	PJT129GY PJS169BL PJS169GY PJW169GY PJW169RGY
RICE COOKER KSH108GWH/SSL/SPK KSH188GWH/SSL/SPK KSH228SSL/SPK KSH288SSL/SPK KSH458CWH KSH668CWH KSH858CWH KSH1008CWH	VACUUM CLEANER ECNS16R ECLS20R ECC1219S ECC1819R ECC2219N ECCS15MB	
STAND MIXER EMH55WH EMS60WH	IRON AM04	
AIR FRYER KFAF70MBK KFAF50MBK	CEILING FAN PJC60CF	

Claim Procedure Flow**Step 1: Product Return**

Customer returns the defective product to the authorised Sharp dealer where the item was purchased.

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 functional test** on the returned unit.

- 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

- Dealer arranges for a **new replacement unit** of the **same model or equivalent specification**, provided the value **does not exceed the insured sum**.
- Customer receives the new replacement unit.

Step 5: Customer Acknowledgement

Customer signs the **Replacement Checklist Form**, confirming receipt of the replacement. The form includes:

- Customer Name
- IC Number
- Mobile Number