



TERMS AND CONDITIONS
SHARP AQUOS TV: 1-TO-1 EXCHANGE CAMPAIGN

Definition:

For the purpose of these Terms and Conditions, "SEM" refers to Sharp Electronics (Malaysia) Sdn. Bhd. (Company No: 199001020252 / 356997-H).

1. Campaign Period:

This campaign runs from **1 August 2025 to 30 June 2026**.

2. Eligible TV Models:

- a. 4TC98HN7000X (98")
- b. 4TC85HN7000X (85")
- c. 4TC85HU8500X (85")

3. ELIGIBILITY AND SUBMISSION REQUIREMENTS FOR 1-TO-1 EXCHANGE

- a. The campaign offers **1-to-1 Product Exchange** for the **Eligible Product Models (2)**, purchased during the Campaign Period.
- b. Purchases made outside this period will only be entitled to the standard warranty coverage, as stated in the Warranty Card.
- c. No request for benefit extension will be accepted for purchases made outside of Campaign Period.
- d. To be eligible for the campaign, the customer must complete the **online e-Warranty registration** via authorized website by Sharp and Cocoro Life Malaysia within 30 days of purchase date together with submission of Proof Of Purchase, in the form of an **Invoice or Receipt**.
- e. Upon successful warranty registration, you will also receive an **additional 1-year General Warranty** for the Product, begins effectively from the date of purchase.

4. Campaign Mechanics

- a. Customers are entitled to a one-time 1-to-1 Product Exchange within the first year (12 months) from the date of purchase, as stated in the Proof of Purchase, under the All-Risk Guarantee.
- b. The All-Risk Guarantee provides **one-time, limited coverage** for an accidental damage only, not an insurance policy. Coverage terms are as follows:
 - i. **The All-Risk Guarantee is limited to:**
 - Accidental panel damage (e.g. cracked screen from minor impact or object contact).
 - Display malfunction not caused by intentional misuse.
 - Power-related board failure.



- Defective mainboard, T-Con, Speakers or backlight circuits.
- Theft, fire, water damage or flood, electrical surge or lightning, natural disasters.
- ii. **Not Covered:**
 - Damage due to intentional mishandling, abuse, or improper installation.
 - Cosmetic issues (scratches, dents, frame damage).
 - Wear-and-tear from daily use.
 - Biohazards, animal body fluids.
 - Modifications or service by unauthorized personnel.
- f. After the first 12 months of ownership, or once the one-time exchange has been used, the All-Risk Guarantee expires. The product will then be covered under the standard warranty only, as per the Warranty Card.
- g. SHARP reserves the right to inspect the defect product before approving any 1-to-1 exchange request. The company may reject claims that are determined to result from intentional damage, or unauthorized modifications, or service made by anyone other than Sharp Authorized Service/Dealers.
- h. This Program is **non-transferable**. Only the original purchaser whose name appears on the proof of purchase and warranty registration is eligible for the benefits of the Program.
- i. SHARP shall not in any event be liable to person or property for any incidental, contingent, special or consequential damages
- j. SHARP reserves the right to change the terms and conditions including the Participation Instructions contained herein at any time without prior notice.
- k. Refer to the full General Warranty policy here:
<https://my.sharp/sites/default/files/uploads/ABT%20Us/Conditions%20of%20Warranty%20-%20202022.pdf>
- l. By participating in this Program, you are hereby deemed to have read, understood, and agreed to all the terms and conditions and the General Warranty policy herein.

5. GENERAL CONDITIONS

- a. SEM reserves the right to contact Customers for verification if necessary. Processing will only proceed once the Customer has successfully completed verification through SEM's official hotline or email.
- b. All warranties are only applicable to the original purchaser whose name appears on the proof of purchase and warranty registration.
- c. All required documents for warranty— including the SHARP Product Warranty Card and valid Proof of Purchase (e.g., invoice or receipt).
- d. SEM reserves the right to determine the validity and sufficiency of the documents provided, and may request additional supporting documents if necessary.



- e. If the customers cannot be reached via the contact information provided, the reward may be forfeited without further notice.
- b. SEM reserves the right to amend these Terms & Conditions or withdraw the campaign at any time without prior notice. Updates will be published on SEM's official website or communicated through Participating Dealers.

6. PERSONAL DATA PROTECTION

- a. SEM shall ensure that all personal data collected in relation to this Campaign is handled in accordance with applicable data protection laws, including the Personal Data Protection Act 2010 (Act 709).
- b. By participating in the Campaign, Eligible Customers agree that all entries will become the property of SEM. SEM shall not be liable for any entries not received, and Eligible Customers agree to indemnify SEM against any claims arising from such non-receipt.
- c. By participating in the Campaign, the Eligible Customers agree and consent to give SEM the rights to use their personal particulars and/or information for purposes including, but not limited to, advertising and any other forms of publicity from time to time, without any additional fees, costs, or compensation.
- d. SEM may appoint a third-party fulfillment partner. By participating in this Campaign, Eligible Customers agree that all personal data collected in relation to this Campaign may be disclosed to the fulfillment party for the purposes of fulfillment.

7. CUSTOMERS' CONDUCT

Customers are kindly reminded to maintain courtesy and respectful communication when engaging with SEM staff. Your cooperation, patience, and professionalism are greatly appreciated in ensuring a smooth experience for all.

8. CONTACT INFORMATION

For inquiries regarding the campaign, customers may contact Sharp Electronics Malaysia's Customer Service at 03-8026 6228 or email to sharpcs_support@my.sharp-world.com