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SHARP MALAYSIA – 2026 JTECH WIRA MALAYSIA CAMPAIGN TERMS & CONDITIONS

1. DEFINITIONS

1.1 **The "JTech Wira Malaysia"** ("the Campaign") refers to the promotional campaign organized by Sharp Electronics Malaysia Sdn. Bhd. ("SEM"), [Registration No. 199501027792 (356997-H)], as outlined in these Terms & Conditions.

1.2 **"Products"** means selected SHARP home appliances participating in this Campaign, together with the corresponding reward entitlement details as listed in

Appendix 1: **List of Participating Products and Reward Entitlements**.

1.3 **"Participating Dealers"** means the dealer(s) authorized by SEM, either online or in-store, to offer this promotion.

1.4 **"Eligible Customers"** means the individual who purchases Products from Participating Dealer(s) and participates in the Campaign by scanning the Quick Response Code ("QR Code") or accessing via https://my.sharp/campaigns/jtech-wira-malaysia-2026.

2. ELIGIBILITY AND SUBMISSION REQUIREMENTS FOR REDEMPTIONS

2.1 The Campaign is open to all Malaysians aged 18 years and above, excluding employees of SEM, their immediate family members, their advertising and sales promotion agencies, as well as principals and sub-distributors.

2.2 To qualify, Eligible Customers must purchase eligible products from Participating Dealers during the Campaign period, from **10 August 2026, 00:00** to **31 October 2026, 23:59**. Purchases outside this period are ineligible.

2.3 Submission Requirements:

i) Entries must be submitted via https://portal.esharp.com.my/SharpGiftRedemption by **14 November 2026, 23:59** to qualify for the Campaign. Each submission must include valid proof of purchase (invoice or receipt) and SHARP Product Warranty Card.

ii) All submissions are subject to verification and approval by SEM. Incomplete, duplicated, fraudulent, manipulated, unclear, or invalid submissions will be rejected without prior notice.

iii) Redemption is on a first-come, first-served basis and subject to stock availability.

iv) Each Eligible Customer is limited to one (1) submission per eligible product purchased. Duplicate entries or unauthorized copies of proof of purchase will result in automatic disqualification.

v) SEM reserves the right to request additional supporting documents or information for verification purposes if necessary.

2.4 The Campaign shall be void where restricted or prohibited by law.

2.5 By participating, Eligible Customers agree to these Terms & Conditions.

3. PROMOTION PERIOD

The Campaign period is valid from **10 August 2026** to **31 October 2026 ("the Campaign Period")**. SEM reserves the right to modify the period at its sole discretion.

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4. PROMOTION DETAILS AND REWARDS

4.1 Eligible Customers are entitled to receive selected reward entitlement(s), including complimentary microphone set(s) (2 units per set) and/or NITORI Online Voucher(s)/or TNG Cash Rebate(s), depending on the participating SHARP product model purchased, subject to stock availability.

4.2 Fulfilment and delivery of the complimentary microphone set shall be arranged and borne by SEM.

All purchases must be made by 31 October 2026. Redemption submissions for NITORI Online Voucher(s) or TNG Cash Rebate(s) must be completed by 14 November 2026.

4.3 Redemption is on a first-come, first-served basis and while stocks last.

4.4 Upon approval of a TNG Cash Rebate redemption submission, the customer will receive an SMS and/or email notification with the claim instructions and deadline. Customers must complete their claim by the deadline stated in the notification. Claims made after the stated deadline will not be accepted.

4.5 NITORI Online Voucher(s) are valid for one-time use only. The validity period for all NITORI Online Voucher(s) issued under this Campaign is until *30 November 2026*. SEM shall have no authority to modify or extend the validity period of any issued voucher.

4.6 Voucher(s) cannot be combined with other promotions or discounts unless otherwise stated by NITORI.

4.7 Customers may combine voucher discount codes for a single transaction, subject to a maximum of three (3) discount codes per purchase and NITORI's applicable terms and system limitations.

4.8 Voucher(s) are applicable for online purchases on NITORI official online store (www.nitori.my) only.

4.9 Voucher(s) are non-transferable, non-refundable, and not exchangeable for cash.

4.10 NITORI product delivery charges shall be borne by customers. Delivery fees, if applicable, will be displayed during checkout on NITORI's official online platform. Alternatively, customers may opt for self-collection at selected NITORI outlets in Malaysia, subject to stock availability at the selected outlet.

4.11 Furniture delivery to East Malaysia is unavailable and subject to NITORI delivery policy.

4.12 Any unused, expired, or unutilized NITORI Online Voucher(s) after the validity period shall be automatically forfeited and will not be refunded, extended, replaced, or exchanged for cash.

4.13 All NITORI product purchases, delivery arrangements, self-collection scheduling, order tracking, after-sales support, and product defect handling shall be managed directly by NITORI and subject to NITORI's applicable terms, policies, and operating procedures.

4.14 NITORI product availability is subject to stock availability at the time of purchase. SEM does not guarantee the availability of any specific NITORI product, model, colour, outlet stock, or delivery schedule.

4.15 For enquiries related to NITORI product purchase, delivery, self-collection, order status, or product defects, customers may contact NITORI Customer Support directly via the official channels available on www.nitori.my.

5. REDEMPTION AND VOUCHER UTILISATION PROCESS

PART A: STEPS TO CLAIM YOUR FREE GIFT / NITORI ONLINE VOUCHER

Step 1	Visit https://portal.esharp.com.my/SharpGiftRedemption, enter your mobile phone number, and verify it using OTP (One-Time Password). *All redemption submissions must be made through the above online portal only.*
Step 2	Complete all required details, including personal details, purchase information, and upload a valid proof of purchase and SHARP Product Warranty Card.
Step 3	Select the eligible campaign product model from the drop-down list provided.

Step 4	All submissions are subject to verification and approval by SEM. Incomplete, duplicated, fraudulent, manipulated, unclear, or invalid submissions will be rejected without prior notice.
Step 5	Upon successful verification by SEM, eligible customers will receive the complimentary gift redemption details and/or NITORI Online Voucher fulfilment notification via the contact information provided during submission.

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PART B: STEPS TO UTILISE YOUR NITORI ONLINE VOUCHER

Step 1	Visit NITORI official online store at www.nitori.my
Step 2	Add your preferred item(s) into cart and proceed to checkout.
Step 3	Enter the NITORI Online Voucher Code during checkout before payment completion. *Voucher(s) cannot be applied retrospectively after payment has been successfully completed.*
Step 4	The full name and mobile number used during redemption on NITORI's platform must be identical to the information submitted on SHARP's redemption portal. Any mismatch may result in rejection or delay of voucher redemption.
Step 5	Customers may choose home delivery or self-collection at selected NITORI outlets in Malaysia during checkout, subject to stock availability at the selected outlet. Self-collection options will only be available for outlets with ready stock.
Step 6	NITORI product delivery charges shall be borne by customers. Applicable delivery charges, if any, will be displayed during checkout.

SEM shall not be responsible for any unsuccessful voucher utilization caused by NITORI website interruption, payment gateway failure, system maintenance, internet connectivity issues, or other technical disruptions beyond SEM's reasonable control.

6. GENERAL CONDITIONS

6.1 SEM reserves the right to contact Eligible Customers for redemption verification if necessary. Processing will only proceed once the Eligible Customer has successfully completed verification through SEM's official hotline or email.

6.2 SEM may contact customers via phone call, email, or SMS if submitted information or supporting documents are incomplete, invalid, or unclear.

6.3 Customers shall be responsible for ensuring that the mobile number and email address provided in connection with their redemption submission are accurate, valid, and active. Customers shall also be responsible for regularly monitoring the mobile number and email address provided, including checking their email inbox, spam, and/or junk folders, for any communication, notification, or request from SEM in relation to their redemption submission.

6.4 Any notification, communication, or request issued or sent by SEM to the mobile number or email address provided by the customer shall be deemed to have been duly delivered and received by the customer, whether or not such notification, communication, or request has been read, accessed, acknowledged, or otherwise acted upon by the customer.

6.4A Where a redemption submission is rejected, incomplete, or requires additional supporting documents, information, or re-submission, the Eligible Customer shall provide the required documents or information, or complete the re-submission, ***within fourteen (14) calendar days*** from the date of SEM's notification, or by the applicable Campaign redemption submission deadline, whichever is later. Failure by the Eligible Customer to respond, provide the required documents or information, or complete the re-submission within the stipulated timeframe may result in the redemption being rejected and deemed ineligible. SEM shall not be responsible for, and shall not entertain, any late response, re-submission, appeal, or request for reconsideration arising from or based on the customer's failure to notice, read, access, acknowledge, or receive such notification, communication, or request.

6.5 Eligible Customers are advised not to change the mobile number and email address submitted during redemption, as the NITORI Online Voucher will be issued based on the submitted contact details. If the voucher is successfully issued to another individual due to incorrect, outdated, or changed information, SEM reserves the right to reject any appeal and will not reissue the voucher. By participating in this Campaign,

customers consent to the collection and sharing of personal data between SEM and NITORI for redemption and fulfilment purposes.

6.6 All required documents, including the SHARP Product Warranty Card and valid Proof of Purchase (e.g. invoice or receipt), must be uploaded clearly and completely. Incomplete or unclear submissions may be rejected without prior notice.

6.7 SEM reserves the right to determine the validity and sufficiency of the documents provided and may request additional supporting documents if necessary.

6.8 SEM reserves the right to disqualify any submission suspected of fraud, manipulation, or tampering. Disqualification may also occur if any campaign Terms & Conditions are violated.

6.9 If a NITORI Online Voucher is issued based on false or misleading information, SEM reserves the right to revoke the customer's eligibility and recover any loss or damages resulting from such misconduct.

6.10 If the Eligible Customer cannot be reached within seven (7) days or after three (3) follow-up attempts via the contact information provided, the voucher entitlement may be forfeited without further notice.

6.11 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.

6.12 SEM shall not be held liable for any delay or failure in voucher distribution due to force majeure events, including but not limited to natural disasters, strikes, system outages, or other events beyond SEM's reasonable control.

6.13 In the event of any dispute, SEM reserves the right to make the final decision. All decisions by SEM are final and binding, and no further correspondence will be entertained.

6.14 All redemption submissions must be made directly by the customer. Dealers, resellers, or any third parties are strictly prohibited from submitting on behalf of customers. The submitted information must reflect the actual end-customer's personal and contact details. SEM reserves the right to reject any submission found to be made by a dealer or containing inaccurate customer information.

7) TAX, LIABILITIES AND INDEMNITY

7.1 Eligible Customers are solely responsible for any applicable taxes, duties, insurance, or additional costs incurred as a result of their participation in this Campaign or the redemption of any free gifts.

7.2 By accepting or using any free gifts, Eligible Customers agree to indemnify and hold harmless SEM, its business partners, and all related parties, including directors, officers, employees, and agents, from any claims, prosecutions, judgments, damages, losses, or liabilities arising from failure to remit any taxes due to the relevant authorities, as well as from their participation in the Campaign and acceptance, redemption, or use of any free gifts.

7.3 By participating in this Campaign, Eligible Customers acknowledge and agree that they are using the site at their own risk. The site is provided on an 'as is' and 'as available' basis.

8) PERSONAL DATA PROTECTION

8.1 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).

8.2 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.

8.3 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.

8.4 SEM may appoint any third party as fulfillment party. 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.

9) 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.

10) CONTACT INFORMATION

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

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APPENDIX 1: PARTICIPATING PRODUCTS AND REWARD ENTITLEMENTS

CATERGORY	MODEL	PRODUCT DESCRIPTION	REWARD ENTITLEMENT	NITORI Voucher Value (RM)	TNG Cash Rebate Value (RM)
Television	4TC75JL5500X	75" 4K QLED Google TV	NITORI Online Voucher/ TNG Cash Rebate	400.00	200.00
	4TC65JL5500X	65" 4K QLED Google TV	NITORI Online Voucher/ TNG Cash Rebate	300.00	150.00
	4TC55JL5500X	55"4K QLED Google TV	NITORI Online Voucher/ TNG Cash Rebate	200.00	100.00
	4TC85JJ5000X	85"4K Ultra HD Google TV	NITORI Online Voucher/ TNG Cash Rebate	400.00	200.00
	4TC75JJ5000X	75"4K Ultra HD Google TV	NITORI Online Voucher/ TNG Cash Rebate	300.00	150.00
	4TC65JJ5000X	65"4K Ultra HD Google TV	NITORI Online Voucher/ TNG Cash Rebate	100.00	50.00
	4TC55HN7000X	55" 144Hz 4K HDR Google TV	NITORI Online Voucher/ TNG Cash Rebate	200.00	100.00
	4TC65HN7000X	65" 144Hz 4K HDR Google TV	NITORI Online Voucher/ TNG Cash Rebate	100.00	50.00
	4TC75HN7000X	75" 144Hz 4K HDR Google TV	NITORI Online Voucher/ TNG Cash Rebate + Complimentary Microphone Set	200.00	100.00
	4TC85HN7000X	85" 144Hz 4K HDR Google TV	NITORI Online Voucher/ TNG Cash Rebate + Complimentary Microphone Set	400.00	200.00
	4TC98HN7000X	98" 144Hz 4K HDR Google TV	NITORI Online Voucher/ TNG Cash Rebate + Complimentary Microphone Set	800.00	400.00
	4TC65HU8500X	65" 144Hz Xtreme Mini LED 4K Google TV	NITORI Online Voucher/ TNG Cash Rebate	200.00	100.00
	4TC75HU8500X	75" 144Hz Xtreme Mini LED 4K Google TV	NITORI Online Voucher/ TNG Cash Rebate + Complimentary Microphone Set	400.00	200.00
	4TC85HU8500X	85" 144Hz Xtreme Mini LED 4K Google TV	NITORI Online Voucher/ TNG Cash Rebate + Complimentary Microphone Set	800.00	400.00
Refrigerator	SJPT666MFMK	610L 2 Door Refrigerator	NITORI Online Voucher/ TNG Cash Rebate	100.00	50.00
	SJPT666MFGMW	610L 2 Door Refrigerator[AloT]	NITORI Online Voucher/ TNG Cash Rebate	150.00	75.00
	SJPT776MFMK	670L 2 Door Refrigerator	NITORI Online Voucher/ TNG Cash Rebate	100.00	50.00
	SJPT776MFGMB	670L 2 Door Refrigerator[AloT]	NITORI Online Voucher/ TNG Cash Rebate	150.00	75.00
	SJPT886MFMK	720L 2 Door Refrigerator	NITORI Online Voucher/ TNG Cash Rebate	150.00	75.00
	SJPT886MFGK	720L 2 Door Refrigerator[AloT]	NITORI Online Voucher/ TNG Cash Rebate	200.00	100.00
	SJPT886MFGMW	720L 2 Door Refrigerator[AloT]	NITORI Online Voucher/ TNG Cash Rebate	200.00	100.00
	SJPT886MFGAS	720L 2 Door Refrigerator[AloT]	NITORI Online Voucher/ TNG Cash Rebate	200.00	100.00
	SJF489MK	480L Avance Refrigerator	NITORI Online Voucher/ TNG Cash Rebate	80.00	40.00
	SJF489GK	480L Avance Refrigerator	NITORI Online Voucher/ TNG Cash Rebate	100.00	70.00
	SJF489GW	480L Avance Refrigerator	NITORI Online Voucher/ TNG Cash Rebate	100.00	70.00
	SJF589GW	530L Avance Refrigerator	NITORI Online Voucher/ TNG Cash Rebate	100.00	70.00
	SJF609SFGW	551L NEOFIT Refrigerator	NITORI Online Voucher/ TNG Cash Rebate	200.00	100.00
	SJF821VMSS	700L Avance Refrigerator	NITORI Online Voucher/ TNG Cash Rebate	150.00	100.00
	SJF921VMSS	750L Avance Refrigerator	NITORI Online Voucher/ TNG Cash Rebate	150.00	100.00

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	SJF921VGK	750L Avance Refrigerator	NITORI Online Voucher/ TNG Cash Rebate	150.00	100.00
	SJF921VGW	750L Avance Refrigerator	NITORI Online Voucher/ TNG Cash Rebate	150.00	100.00
	SJF1022VMDS	750L Avance Refrigerator	NITORI Online Voucher/ TNG Cash Rebate	150.00	100.00
SKA	AX3100VB	31L Healsio Superheated Steam Oven	NITORI Online Voucher/ TNG Cash Rebate	150.00	100.00
	AX2600VMB	26L Steam Oven	NITORI Online Voucher/ TNG Cash Rebate	150.00	100.00
	KSL18MYBK	1.8L Digital Low sugar rice cooker	NITORI Online Voucher/ TNG Cash Rebate	80.00	40.00
	KST18AMWH	1.8L LCD Digital Rice Cooker	NITORI Online Voucher/ TNG Cash Rebate	30.00	20.00
	KSF18AMWH	1.8L LED Digital Rice Cooker	NITORI Online Voucher/ TNG Cash Rebate	30.00	20.00
Air Purifier	FXS120LH	84m² AIoT Plasmacluster Air Purifier	NITORI Online Voucher/ TNG Cash Rebate	300.00	150.00
	DWT30FLH	39-77m² 3-in-1 Dehumidifying Air Purifier	NITORI Online Voucher/ TNG Cash Rebate	300.00	150.00
	FPS42LL	30m² PureFit Mini Air Purifier [AIoT]	NITORI Online Voucher/ TNG Cash Rebate	100.00	50.00
	FPS40LT	30m² PureFit Mini Air Purifier	NITORI Online Voucher/ TNG Cash Rebate	100.00	50.00
	KCF30LW	Humidifying Air Purifier	NITORI Online Voucher/ TNG Cash Rebate	100.00	50.00
	FPGM50LB	Mosquito Catcher	NITORI Online Voucher/ TNG Cash Rebate	100.00	50.00
Air Conditioner	AHXP13YHD	Flagship Inverter : 1.5HP AIoT PCI	NITORI Online Voucher/ TNG Cash Rebate	80.00	40.00
	AHXP18YHD	Flagship Inverter : 2.0HP AIoT PCI	NITORI Online Voucher/ TNG Cash Rebate	100.00	50.00
	AHXP24YHD	Flagship Inverter : 2.5HP AIoT PCI	NITORI Online Voucher/ TNG Cash Rebate	100.00	50.00
	AHXP13YMD	Deluxe Inverter : 1.5HP PCI	NITORI Online Voucher/ TNG Cash Rebate	80.00	40.00
	AHXP18YMD	Deluxe Inverter : 2.0HP PCI	NITORI Online Voucher/ TNG Cash Rebate	100.00	50.00
	AHXP24YMD	Deluxe Inverter : 2.5HP PCI	NITORI Online Voucher/ TNG Cash Rebate	100.00	50.00
	AHXP13DSD	Standard Inverter : 1.5HP PCI	NITORI Online Voucher/ TNG Cash Rebate	80.00	40.00
	AHXP18DSD	Standard Inverter : 2.0HP PCI	NITORI Online Voucher/ TNG Cash Rebate	100.00	50.00
	AHXP24DSD	Standard Inverter : 2.5HP PCI	NITORI Online Voucher/ TNG Cash Rebate	100.00	50.00
Washing Machine	KDHT10JPG	10.0kg ProFlex Heat Pump Front Load Dryer	NITORI Online Voucher/ TNG Cash Rebate	200.00	100.00
	ESFJ852AMG	8.5kg ProFlex Front Load Washer	NITORI Online Voucher/ TNG Cash Rebate	100.00	50.00
	ESFJ1054AMG	10.5kg ProFlex Front Load Washer	NITORI Online Voucher/ TNG Cash Rebate	150.00	75.00
	ESFJ1254AMG	12.5kg ProFlex Front Load Washer	NITORI Online Voucher/ TNG Cash Rebate	150.00	75.00
	ESDJ1054AMS	10.5/7kg ProFlex Front Load Washer Dryer	NITORI Online Voucher/ TNG Cash Rebate	200.00	100.00
	ESDJ1254AMS	12.5/8kg ProFlex Front Load Washer Dryer	NITORI Online Voucher/ TNG Cash Rebate	200.00	100.00
	ESFX9APB	9.0kg Inverter Front Load Washer	NITORI Online Voucher/ TNG Cash Rebate	100.00	50.00
	ESFX10APB	10.0kg Inverter Front Load Washer	NITORI Online Voucher/ TNG Cash Rebate	100.00	50.00
	ESFX11APB	11.0kg Inverter Front Load Washer	NITORI Online Voucher/ TNG Cash Rebate	150.00	75.00
	ESDX11APB	11.0kg/6.0kg Inverter Front Load Washer Dryer	NITORI Online Voucher/ TNG Cash Rebate	250.00	125.00

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	ESWX10AMG	10.5kg Inverter Top Load Washer	NITORI Online Voucher/ TNG Cash Rebate	80.00	40.00
	ESWX12AMG	12.5kg Inverter Top Load Washer	NITORI Online Voucher/ TNG Cash Rebate	80.00	40.00
	ESWX14AMG	14.5kg Inverter Top Load Washer	NITORI Online Voucher/ TNG Cash Rebate	100.00	50.00
	ESWX18AMG	18.0kg Inverter Top Load Washer	NITORI Online Voucher/ TNG Cash Rebate	150.00	75.00
	ESWX24AMG	24.0kg Inverter Top Load Washer	NITORI Online Voucher/ TNG Cash Rebate	150.00	75.00

TERMS AND CONDITIONS

J-TECH INVERTER 5 YEARS WARRANTY

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 **20 July 2026 to 31 December 2026** ("Campaign Period").

2. **ELIGIBILITY AND SUBMISSION REQUIREMENTS FOR J-TECH INVERTER 5 Year Warranty CAMPAIGN**

   a. The campaign offers a 5-year General Warranty for products listed in Table 1 (Eligible Air Conditioner Models) and Table 2 (Eligible Refrigerator Models), purchased brand new from SHARP authorized dealers within Malaysia during the Campaign Period.

   b. The 5-year General Warranty offered under this Campaign consists of a one (1) year standard general warranty, as provided under SHARP's existing warranty policy, plus an additional four (4) years extended general warranty granted exclusively under this Campaign, subject to full compliance with these Terms and Conditions. The additional four (4) years extended general warranty shall be subject to the same terms, conditions, exclusions, and limitations as SHARP's standard general warranty, unless otherwise stated.

   c. Purchases made outside the Campaign Period shall only be entitled to the standard 1-year general warranty, as stated in the Warranty Card. No extension, substitution, or appeal will be entertained for purchases made outside the Campaign Period.

   d. No request for benefit extension will be accepted for purchases made outside of Campaign Period.

   e. To be eligible for this Campaign, customers must complete the online e-Warranty registration via the authorized SHARP website or Cocoro Life Malaysia App, together with valid proof of purchase, within thirty (30) days from the date of purchase. Failed to do so shall be deemed invalid. Purchases made outside the Campaign Period are not eligible for this Campaign.

   f. Upon successful submission of the online e-Warranty registration, all information and supporting documents provided by the customer will be subject to verification by SHARP. Only after the registration has been verified and approved by SHARP will the customer be able to view the e-Warranty details and e-Warranty expiry date, reflecting a total coverage period of five (5) years from the date of purchase, via the SHARP or Cocoro Life Malaysia APP e-Warranty system.

   g. In the event that your e-Warranty information is found to be incorrect or incomplete, you will be notified via email or SMS by SHARP staff to amend or update the information accordingly. The corrected details must be completed and submitted within seven (7) working days from the date the notification is sent. Failure to update the required information within this timeframe may result in the registration being rejected.

   h. Once all the required details you have provided have been verified and deemed accurate, you will be notified of your e-Warranty confirmation and approval.

   i. Upon successful warranty registration, you will receive a notification, The 5-year General Warranty shall commence from the original date of purchase as stated on the official sales invoice.

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J-TECH INVERTER

3. Eligible Models:

Table 1: Air Conditioner

AHXP10YHD	AHXP13YHD
AHXP18YHD	AHXP24YHD
AHXP10YMD	AHXP13YMD
AHXP18YMD	AHXP24YMD
AHXP10DSD	AHXP13DSD
AHXP18DSD	AHXP24DSD
AHX24BED	AHX18BED
AHX13BED	AHX10BED

Table 2: Refrigerator

SJ3822MSS	SJ4122MSS
SJ4122MDS	SJ4122MWH
SJ4422MSS	SJ5022MDS
SJ5522MDS	SJP735MBK
SJP601MFMK	SJP701MFMK
SJP801MFMK	SJP882MFGK
SJP882MFGM	SJF821VMSS
SJF921VMSS	SJF921VGK
SJF921VGW	SJF1022VMDS
SJ4122MPK	SJ4122MBL
SJPT886MFGAS	SJPT776MFGMB
SJPT886MFGK	SJPT886MFMK
SJPT776MFMK	SJPT666MFMK
SJPT886MFGMW	SJPT666MFGMW

4. Campaign Mechanics

a. Customers are entitled to receive a 5-year General Warranty starting from the date of purchase, as stated in the Proof of Purchase.

b. The 5-year General Warranty covers only the selected J-TECH Inverter products listed under Table 1 (Eligible Air Conditioner Models) and Table 2 (Eligible Refrigerator Models).

c. SEM reserves the right to inspect the defect product that claims under the 5-year General Warranty. If the Product is found to be defective during this period of the 5-year General Warranty period, service labour and spare parts cost will be free of charge.

d. Here is the breakdown coverage for selected **Air Conditioner models** under this program:

   i. Selected air conditioner model comes with a 5-year General Warranty, starting from the date of purchase.

   ii. If product found to be defective during this period; parts, labour, compressor parts, refilling gas, service, and transportation will be free of charge.

   iii. Air conditioner compressor is now included under the 5-year General Warranty.

e. Here is the breakdown coverage for selected **Refrigerator models** under this program:

   i. Selected refrigerator model comes with a 5-year General Warranty, starting from the date of purchase.

   ii. J-Tech Inverter Compressors come with a 12-year warranty.

   iii. If product found to be defective during this period; parts, labour, compressor parts, refilling gas, service, and transportation will be free of charge, for the first 5 years from the date of purchase. (For Selected Refrigerator models only)

   iv. After the 5-year general warranty period ends, the remaining 7 years of the compressor warranty will continue to apply, with only one replacement for Compressor (upon confirmation of fault) will be covered but refilling gas, service, and transportation charges will no longer be covered.

f. The Program covers mechanical and electrical component defect(s) only. Any external and/or internal casings are not included in the warranty coverage.

g. The warranty does not apply to any product whose exterior has been damaged or defaced nor to any product subjected to misuse, alteration of serial number, accidental damage, and abnormal handline, use non-original consumable, any act of God or service made by anyone other than Sharp Authorised Service/Dealers. In addition, this warranty does not cover any modification in design, construction, interfacing, unstable voltage or abnormal voltage.

h. 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.

i. 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.

j. SHARP shall not in any event be liable to person or property for any incidental, contingent, special or consequential damages

k. SHARP reserves the right to change the terms and conditions including the Participation Instructions contained herein at any time without prior notice.

l. Refer to the full General Warranty policy here: https://my.sharp/sites/default/files/uploads/ABT%20Us/Conditions%20of%20Warranty%20-%202022.pdf

m. 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. All warranties are only applicable to the original purchaser whose name appears on the proof of purchase and warranty registration.

b. All required documents for warranty— including the SHARP Product Warranty Card and valid Proof of Purchase (e.g., invoice or receipt).

c. SEM reserves the right to determine the validity and sufficiency of the documents provided, and may request additional supporting documents if necessary.

d. 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.

e. All creative phrases used in this campaign, including "**No.1 Choice**" and "**Beyond 5-Star Quality**", are intended as marketing expressions and do not represent factual rankings, official ratings, or verified performance claims.

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, 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.

c. Authorized Sharp Service Contractors are appointed to handle warranty or repair-related matters. By participating in this Campaign, eligible customers agree that any personal data collected in relation to this Campaign may be disclosed to the authorized service contractors solely for the purpose of warranty, service, or repair facilitation.

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

SHARP

+1 Extended Warranty

SHARP +1 Extended Warranty Program: Terms & Conditions

1. The "**SHARP +1 Extended Warranty Program**" (hereinafter referred to as the "program") is only valid for selected products purchased at any SHARP Authorized Dealer within Malaysia.
2. The program shall be valid only from **1st January 2026 – 31st December 2026** (the campaign period). No requests for any Warranty Extension will be entertained or considered outside of/beyond this promotion period.
3. The program provides additional 1 year of general warranty of the product purchased by you (hereinafter referred to as the "Product") from the date of purchase. The program does not add on warranty year to the existing extended warranty of compressor, motor, control board, etc.
4. If the product is found to be defective during the period of the total/general warranty period allowed, service labor and spare parts cost will be free of charge.
5. The program covers mechanical and electrical component defect(s) only. External and/or internal casings are not included in the warranty coverage.
6. The warranty does not apply to any product whose exterior has been damaged or defaced nor to any product subjected to misuse, alteration of serial number, accidental damage, and abnormal handline, use non-original consumable, any act of God or service made by anyone other than Sharp Authorized Service/ Dealers. In addition, this warranty does not cover any modification in design, construction, interfacing, unstable voltage or abnormal voltage.
7. SHARP shall not in any event be liable to person or property for any incidental, contingent, special or consequential damages.
8. SHARP reserves the right to change the terms and conditions including the participation instructions contained herein at any time without prior notice. For the **General Warranty Policy**, please refer to/ visit the link: https://my.sharp/sites/default/files/uploads/ABT%20Us/Conditions%20of%20Warranty %20-%202022.pdf
9. 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.
10. The SHARP products/models which are eligible for the program are as follows: (list out models)

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SHARP

+1 Extended Warranty

Eligible Product List	
Television	Refrigerator
4TC55HL6500X	SJ2822MSS
4TC55HN7000X	SJ2822MDS
4TC65HL6500X	SJ3222MSS
4TC65HN7000X	SJF489GK
4TC65HU8500X	SJF489GW
4TC75HL6500X	SJF489MK
4TC75HN7000X	SJX6322MS
4TC75HU8500X	SJXP6822GK
4TC85HN7000X	SJXP6822MS
4TC85HU8500X	SJF589GW
4TC98HN7000X	SJ1988MDS
	SJ2188MDS
	SJ2688MDS

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Air Conditioner	Washer
AHX9DCD	ESW10SM
AHX12DCD	ESW12SM
AHX18DCD	ESW14SM
AHX24DCD	ESW17SM
	ESY1619
	ESWX10AMG
	ESWX12AMG
	ESWX14AMG
	ESWX18AMG
	ESWX24AMG
	ESFX7APG
	ESFX9APB
	ESFX10APB
	ESFX11APB
	ESDX11APB
	KDHT10JPG
	ESFK852EMW
	ESFK1054SMG
	ESFK1254SMG
	ESDK1054PMS
	ESFJ852AMG
	ESFJ1054AMG
	ESFJ1254AMG
	ESDJ1054AMS
	ESDJ1254AMS

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SHARP

+1 Extended Warranty

Participation Instructions

A. In order to be eligible for the program, you, the purchaser is required to follow and fulfil the following process, beforehand:
   (i) Buy the selected SHARP product(s) as stated in the program described in Clause 10.
   (ii) Get the model, serial number and warranty card.
   (iii) Register e-Warranty for the purchased product via authorized website by SHARP.

B. To be eligible for this campaign, customers **MUST complete** the **online e-Warranty registration** via the authorized websites of SHARP or **within 30 days** from the purchase date, together with the submission of proof of purchase in the form of an invoice or receipt. Any registrations submitted beyond this period will not be accepted and shall be considered invalid.

C. In the event that your **e-Warranty information** is **found** to be **incorrect or incomplete**, you will be notified via **email or SMS** by SHARP staff to amend or update the information accordingly. The corrected details must be completed and submitted **within seven (7) working days** from the date the notification is sent.

D. Once all the required details you have provided have been verified and deemed accurate, you will be notified of your e-Warranty confirmation and approval.

E. While SHARP staff shall use/ apply their best efforts to ensure the accuracy of information provided by you, SHARP shall not, in any way whatsoever, be liable for any omissions or non-performance of its obligations under the program due to the inaccuracy of the information provided by you.

SHARP

1-YEAR ALL-RISK
1-TO-1 EXCHANGE

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 31 October 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 <u>within 30 days of purchase date</u> 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 <u>one-time</u> 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. ***<u>The All-Risk Guarantee is limited to:</u>***

      - 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-%202022.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