

TERMS OF WARRANTY

(please visit <https://www.panasonic.com/sg/support> for details of warranty terms & conditions)

1. This Warranty is for Singapore only and applies to Electrical and Electronic Products/Equipment (other than Consumer Digital Video Camera, Digital Still Camera, Lenses, Wearable Camera, SD Multi Camera, and Communication Camera) purchased in Singapore through Panasonic's authorised dealers and distributors. Consumer Digital Video Camera, Digital Still Camera, Lenses, Wearable Camera, SD Multi Camera and Communication Camera purchased through Panasonic's authorised dealers and distributors in Singapore are subject to limited worldwide warranty upon the terms and conditions of Panasonic Authorized Service Centres overseas. This Warranty is subject to Panasonic's satisfactory receipt of (i) your proof of purchase from Panasonic's authorised dealers and distributors, and/or (ii) this original Warranty Card.
2. The Electrical and Electronic Products/Equipment shall be free from manufacturing defect for the Warranty Period specified in URL: <https://www.panasonic.com/sg/support> subject and conditional upon the following terms and conditions:
 - (i) The Electrical and Electronic Products/Equipment is used in accordance with operating instructions;
 - (ii) This Warranty shall be void if during the Warranty Period (a) any part of the Electrical and Electronic Products/Equipment is removed, altered, tampered, adjusted, modified, dismantled, repaired or handled in any way by any person not authorized by Panasonic, or (b) the product serial number on the Electrical and Electronic Products/Equipment is altered, defaced or removed;
 - (iii) Panasonic is not responsible for any loss or recovery of data, software or removable media; and
 - (iv) Panasonic's decision in relation to complaints or allegations of defects either of workmanship or materials shall be final and conclusive and, Panasonic reserves the sole right and discretion to either (a) repair or replace the Electrical and Electronic Products/Equipment or defective parts with new, reconditioned or refurbished equivalent, or (b) refund the purchase price (partially or in full) as full discharge of all its liabilities. Save as expressly provided under statute, under no circumstances does this Warranty cover special, indirect or consequential damages. Any Electrical and Electronic Products/Equipment or defective parts replaced by Panasonic shall become the property of Panasonic.
3. This Warranty does not include (i) consumable items and accessories such as cables or cord assembly, remote control unit, antennae, batteries, battery pack, adaptors, external parts and extruded parts such as, cabinets, front glass panel, casing, cover, frame lid and levers, plugs, socket, control knobs and buttons, filters and dust bags, and inner pan; (ii) damage and/or defect resulting from accidents, natural disasters, misuse, mishandling (e.g. scratches, dented, drop etc.), improper installation or any manner of tampering, (iii) smashed or cracked, panel or front glass, (iv) permanently lit or unlit spots (pixel) on screen, non-active pixels and image retention, (v) damage or defect due to incorrect usage of electrical supply or voltage, (vi) normal wear and tear or corrosion, fungus, rust or stains, (vii) noise, taste or odour deemed by Panasonic to have been caused by surrounding environment, and (viii) services such as cleaning, maintenance, general service and overhaul.

4. Servicing or repairs will be carried out on site for the following categories of Electrical and Electronic Products/Equipment: Refrigerator, Air-Conditioner, Television, Washer, Dryer, Water Heater and Microwaves that more than 25kg ("Large Appliances"). All other Electrical and Electronic Products/Equipment must be brought to our customer service centre for service or repairs.
5. Transport charges are payable if you require Panasonic to perform any servicing or repairs on site for Electrical and Electronic Products/Equipment (except Large Appliances that are in-warranty).
6. Panasonic may not be able to attend to Electrical and Electronic Products/Equipment installed at locations it deems inaccessible or unsafe.
7. Warranty services are limited only to terrestrial mainland Singapore and Sentosa, and do not extend to any other island or any ship, boat or vessel.
8. Personal information that you provide to Panasonic for the purpose of Electrical and Electronic Products/Equipment registration and this Warranty will be subject to Panasonic's Privacy Statement available on URL: www.panasonic.com.sg. Panasonic will use or disclose your personal information to authorised third parties for the purposes of servicing this Warranty in accordance with the Personal Data Protection Act 2012 (Act 26 of 2012). Registered customers may access, correct and update their personal information online or via Panasonic Customer Service Centre. However, an administrative fee may be charged for access, correction and updates via Panasonic Customer Service Centre.

PRODUCT WARRANTY GUIDE		
PRODUCT WARRANTY	WARRANTY PERIOD*	ITEMS NOT COVERED BY WARRANTY
HOME SHOWER'S HEATER ELEMENT	60 MONTHS FROM THE PURCHASE DATE	TRANSPORT AND LABOUR CHARGES TO INSTALL NEW HEATER ELEMENT AFTER FIRST YEAR
COMPRESSOR FOR AIR CONDITIONER (5HP AND BELOW)	60 MONTHS FROM THE PURCHASE DATE	TRANSPORT, GAS AND LABOUR CHARGES TO INSTALL NEW COMPRESSOR AFTER FIRST YEAR
COMPRESSOR FOR AIR CONDITIONER (ABOVE 5HP)	24 MONTHS FROM THE PURCHASE DATE	TRANSPORT, GAS AND LABOUR CHARGES TO INSTALL NEW COMPRESSOR AFTER FIRST YEAR
COMPRESSOR FOR REFRIGERATOR AND MOTOR FOR WASHER	60 - 144 MONTHS FROM THE PURCHASE DATE	TRANSPORT, GAS AND LABOUR CHARGES TO INSTALL NEW COMPRESSOR AND MOTOR AFTER FIRST YEAR
		SELECTED MODELS WITH EFFECT FROM 1ST JUNE 2013
OTHER CONSUMER APPLIANCES, DISPLAY SETS AND RELATED PARTS	12 MONTHS FROM THE PURCHASE DATE	

* regardless of subsequent repairs or replacements

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