

## **TERMS AND CONDITIONS OF SERVICE**

1. SUBJECT TO PARAGRAPH 11 BELOW, ALL CHARGES WHETHER FOR REPLACEMENT OF PARTS OR FOR LABOUR MUST BE PAID IN NETS/VISA/MASTER CARD AT THE TIME OF COLLECTION OF YOUR APPLIANCE AND WE, PANASONIC SINGAPORE, (HEREINAFTER CALLED PSP) SHALL BE AT LIBERTY TO RETAIN THE APPLIANCE UNLESS AND UNTIL THERE HAS BEEN FULL SATISFACTION OF SUCH CHARGES BY YOU.
2. THE CUSTOMER AGREES TO PAY FOR THE COST OF ESTIMATION (DIAGNOSTIC FEE) OR REPAIRS (WHICH SHALL BE AT 50% OF THE PREVAILING LABOUR CHARGE FOR THE SERVICE OF APPLIANCES WITH EXPIRED PSP WARRANTY CARDS) IN THE EVENT THAT THE CUSTOMER DOES NOT THEREAFTER WANT THE APPLIANCE REPAIRED.
3. PSP RESERVES THE RIGHT TO CHARGE A HIGHER LABOUR RATE FOR APPLIANCES WHICH DO NOT HAVE ANY ACCOMPANYING PSP WARRANTY (WHETHER CURRENT OR EXPIRED).
4. WHEN MAKING PAYMENT, YOU ARE TO RECEIVE ON THE SPOT AN ACKNOWLEDGEMENT OF SUCH PAYMENT. SUCH AN ACKNOWLEDGEMENT IS A VALUABLE DOCUMENT, THE LOSS OF WHICH MAY RESULT IN YOUR HAVING DIFFICULT IN PROVING PAYMENT SUBSEQUENTLY.
5. CUSTOMERS, WHEN SENDING IN APPLIANCES TO PSP FOR SERVICE OR REPAIRS MUST PRODUCE AT THE SAME TIME OF SENDING A VALID INVOICE OR WARRANTY CARD FOR THE SAME FAILING WHICH CUSTOMERS WILL BE DEEMED TO ACCEPT THAT THEY WILL BE FULLY LIABLE FOR ALL CHARGES ARISING FOR SUCH SERVICE AND/OR REPAIR AND THAT PSP SHALL ONLY RELEASE SUCH SERVICED OR REPAIRED APPLIANCES UPON THE CUSTOMERS SATISFYING ALL CHARGES AS IN PARAGRAPH 1 OF THIS DOCUMENT.
6. APPLIANCES SENT TO PSP FOR SERVICE OR REPAIR SHALL BE KEPT AT PREMISES OF PSP AT THE SOLE RISK OF CUSTOMERS WHO ACCEPT THAT PSP SHALL NOT BE LIABLE TO THEM IN ANY WAY FOR ANY DAMAGE INJURY, MISHAP OR LOSS UNLESS THE SAME SHALL ARISE BY THE WILFUL AND MALICIOUS ACTS OR DEFAULT OF PSP ITS SERVANTS OR AGENTS CAUSED TO THE APPLIANCE WHILE THE SAME ARE IN THE SAID PREMISES.
7. ALL APPLIANCES SERVICED BY PSP ARE GUARANTEED UNDER NORMAL USE FOR NINETY (90) DAYS FROM THE DATE OF COLLECTION BY/RETURN TO THE CUSTOMER AGAINST DEFECTIVE LABOUR AND NEW PARTS ONLY. THIS WARRANTY SHALL ALSO BE LIMITED TO THE TOTAL AMOUNT OF THE INVOICE.
8. COLLECTION OF ANY APPLIANCE SENT TO PSP FOR SERVICE OR REPAIR SHALL BE MADE BY THE CUSTOMER OR HIS AUTHORISED AGENT WITHIN 3 (THREE) WEEKS OF NOTIFICATION OF COMPLETION OF SUCH SERVICE OR REPAIRS. FAILURE TO SO COLLECT WITHIN SUCH TIME SHALL RESULT IN THE CUSTOMER PAYING PSP ONE DOLLAR PER DAY BEING STORAGE CHARGES AND SUCH CHARGES SHALL BE PAYABLE REGARDLESS OF THE EXISTENCE OF ANY VALID GUARANTEE OR WARRANTY CARD.
9. CUSTOMERS ARE TO ENSURE AT THE TIME OF COLLECTION OF THEIR APPLIANCES THAT SUCH APPLIANCES ARE IN ORDER AND THAT DEFECTS OR DEFICIENCIES ARE TO BE REPORTED IMMEDIATELY TO PSP WHILE THE APPLIANCES ARE STILL PHYSICALLY WITHIN THE PREMISES OF PSP. CUSTOMERS SHALL BE DEEMED TO ACCEPT THAT, UPON SUCH REMOVAL FROM THE PREMISES OF PSP, APPLIANCES ARE IN GOOD ORDER AND CONDITION.

10. PSP RESERVES THE RIGHT TO REFUSE TO UNDERTAKE ANY SERVICE OR REPAIRS OF ANY APPLIANCES WHICH MAY CONTRADICT OR BE NOT IN CONFORMANCE WITH GOOD BUSINESS ETHICS OR WHICH PSP IN ITS COMPLETE DISCRETION MAY SEE FIT TO REFUSE.
11. PSP MAY AT ITS COMPLETE DISCRETION SELL, DISPOSE OFF OR HANDLE IN ANY WAY APPLIANCES SENT IN BY CUSTOMERS FOR SERVICES OR REPAIRS IF SUCH APPLIANCES CONTINUE TO BE LEFT IN THE CUSTODY OF PSP 6 (SIX) WEEKS AFTER PSP HAS GIVEN THE CUSTOMER NOTICE OF COMPLETION OF SERVICE OR REPAIRS OF SUCH APPLIANCES AND PSP MAY APPLY THE PROCEEDS OF SUCH SALE, DISPOSAL OR HANDLING TOWARDS PAYMENT OF ANY EXPENSES WHICH PSP MAY HAVE INCURRED IN THE SERVICE AND REPAIRS OF SUCH APPLIANCES AS WELL AS THE SALE, DISPOSAL OR HANDLING OF SUCH APPLIANCE. FOR AVOIDANCE OF DOUBT, THE CUSTOMER AGREES THAT THE SENDING OF THE COLLECTION NOTICE TO THE CUSTOMER'S ADDRESS AS STATED ON THIS FORM IS DEEMED GOOD NOTICE GIVEN TO CUSTOMER UNDER THIS CLAUSE 11.
12. a) IT IS AGREED THAT PSP SHALL BE UNDER NO OBLIGATION TO ACCEPT YOUR INSTRUCTIONS TO COLLECT OR DELIVER APPLIANCES FROM AND TO YOUR HOME OR ANY OTHER PLACE. PSP SHALL, HOWEVER, WHEN AND IF THERE ARE SUFFICIENT MANPOWER AND TRANSPORT FACILITIES PROVIDE SUCH COLLECTION AND DELIVERY SERVICES. SUCH SERVICES HOWEVER SHALL BE SUBJECT TO A CHARGE WHICH SAID CHARGE SHALL BE PAYABLE IRRESPECTIVE OF ANY VALID WARRANTY OR GUARANTEE CARD.  
  
b) PSP SHALL ALSO WHEN INSPECTING OR REPAIRING APPLIANCES IN THE POSSESSION OF THE CUSTOMERS ON SUCH APPLIANCES HAVE THE DISCRETION OF TRANSPORTING SUCH APPLIANCES TO AND FROM THE PREMISES OF PSP. PSP UPON SO DECIDING TO TRANSPORT SUCH APPLIANCES SHALL BE AT LIBERTY TO RENDER THE CUSTOMER LIABLE FOR ANY CHARGE INCURRED THEREON.
13. a) IN THE EVENT THAT PSP SHALL BE CALLED UPON TO PROVIDE OPERATIONAL AND DEMONSTRATIVE BUT NOT REPAIR SERVICES AND IN THE PROVISION OF SUCH SERVICES SHALL INCUR ANY EXPENSES OR CHARGES SUCH EXPENSES OR CHARGES SHALL BE BORNE BY THE CUSTOMER.  
  
b) IN THE EVENT THAT PSP SHALL BE CALLED UPON TO PERFORM REPAIR AND OTHER SERVICES AT THE PREMISES OF THE CUSTOMER, SUCH CUSTOMER SHALL BE LIABLE TO PAY TRANSPORT FEES AT A RATE TO BE ASSESSED BY PSP AS WELL AS REPAIR SERVICE CHARGES.
14. IN THE EVENT THAT PSP DEEMS FIT THAT ANY PART OF ANY APPLIANCES SHOULD BE REMOVED AND REPLACED SUCH REMOVED AND REPLACED PART SHALL BE DEEMED DEFECTIVE AND THAT IN THE EVENT THAT CUSTOMERS ARE LIABLE TO PAY FOR SUCH REMOVAL AND REPLACEMENT THEY SHALL UPON RECEIPT OF THE REPAIRED APPLIANCE BE DEEMED TO ACKNOWLEDGE RECEIPT OF THE DEFECTIVE REPLACED PARTS.