Panasonic Malaysia Sdn. Bhd.
Extended Warranty (EW) Scheme FY2022

Panasonic Extended Warranty Terms and Conditions

Effective from 1st April 2022 ~ 31st March 2023

(a) Panasonic Extended Warranty ('PEW") is an optional add-on for selected Panasonic Product(s)' owners who wish to extend their original product warranty period or procure additional coverage under the existing warranty.

(b) PEW is offered from the time of purchase of the selected Product(s) whereby the purchaser shall be given thirty (30) days from the date of purchase of the Product(s) to exercise his/her option to procure the PEW OR where applicable, the existing owner(s) of the selected Product(s) may purchase a PEW prior to the expiry of the first (1st) year of the warranty of the Product(s) whereby the owner(s) must first produce the original warranty card of the Product(s) and the original receipt of purchase of the Product(s) for verification by Panasonic Malaysia Sdn. Bhd. ('PM').

(c) The purchaser registering for this PEW must be completed within thirty (30) days from the date of purchase of the Products(s) to exercise his/her option by registering online **www.panasonic.com.my**.

(d) All terms and conditions stipulated in the original warranty card/condition slip of the Product(s) shall similarly apply under the PEW, unless provided herein to the contrary.

(e) PEW is only applicable for Product(s) distribute by PM in Malaysia.

(h) Upon a PEW Certificate being produced for a claim under this warranty, PM will conduct diagnostic tests on the Product(s) to determine the cause of the failure or defect in the Product(s) before any claim would be validated.

(i) If PM validates a product under PEW, PM has the following options:-

(i) repair the Product(s) at the cost of PM, using part or parts which are new or equivalent to new in performance or reliability. Any part or parts replaced by PM or by PM's authorised service dealers shall become the property of PM; or

(ii) exchange or replace the Product(s) with a new product or equivalent to new in performance or reliability (whereby the function, performance and reliability is similar to the original product). PM will not refund the difference between the value of the replacement and the Product(s). The Product(s) for which the exchange is provided shall become the property of PM.

(iii) the repair or exchange or replacement of the product does not cause the beginning of the new warranty terms, nor shall the original terms of this PEW be extended.

(j) The PEW does not cover the followings:-

(i) routine and preventive maintenance services, or general cleaning.

(ii) damages as a result of improper product installation and transportation.

(iii) damages resulting from unauthorized modifications, tampering, negligence, unauthorized repairs and misuse.

(iv) damages to any external part (or cosmetic damage or dent) of the Product(s) as long as the Product(s) is still functional.

(v) products used for commercial purpose.

(vi) stolen or lost, defect caused the attack of household pests, pets, high surge, natural disasters, flood, corrosion, pollution, abnormal voltage or usage or generator, tampering, alteration, repair, etc.

(vii) display or demo unit.

(viii) effects of electromagnetic interference.

(k) PM may refuse to attend to any product installed in locations which are inaccessible and/or hazardous to its service agents.

(l) The Customer shall be liable for insurance, labour, delivery and transport charges for any Product(s) sent to PM and from PM to the Customer's address or such other address the Customer so nominates.

(m) The Customer shall remove any option, feature, parts, accessories or attachments to the Product(s) prior to sending the Product(s) for a claim under PEW failing which PM shall not be liable for and damage or loss of such option, feature, parts, accessories or attachments. The Customer shall also be liable for labour charges for removing and reattaching the option, feature, parts, accessories or attachments of the Product(s).

(n) If PM determines that the claim is not covered under the PEW for whatever reason, the Customer will be duly notified. If the Customer authorises PM to repair the Product(s) which is not covered under the PEW, the Customer shall pay all the charges for all parts, shipping, and labour for the repair and return of the Product(s).

(o) PM reserves the right to terminate any PEW cover by written notice to the owner in the event that in the option of PM, the Product(s) is used for purposes other than was originally designed. In which case, a refund for the remaining period of the PEW coverage, less an administrative charge of RM 20.00 will be made.

(p) All prices for the procurement of the PEW may be changed by PM from time to time without any prior notice required to be given to the owner of the Product(s).

(q) Once the PEW application has been approved by PM the premium paid by the purchaser is not refundable.

(r) Any alteration of the PEW information must be made within 14 days from the date of PEW procurement.

(s) PEW selected products are: LED TV (up to 65"), Washing Machine, Refrigerator, Air-Conditioning (Standard, Deluxe and Super Deluxe models and up to 3.0 HP), Digital Still Camera, Digital Video Camera, Home Theater System, Microwave Oven and Home Shower.

(t) PM reserves the right to amend the Terms and Conditions in whole or part without prior notice given.