

# WARRANTY POLICY

## OMRON STANDARD WARRANTY TERMS & CONDITIONS

1. This warranty ("Warranty") is offered by OMRON Healthcare Bangladesh Ltd ("**OMRON**") to the purchaser ("**Customer**") of an applicable OMRON product and is only valid to the products purchased within Bangladesh ("**Country**") from authorized local retailer or reseller and registered with OMRON. OMRON reserves the right to modify, amend and update this Warranty at any time and such modifications, amendments and updates shall become effective immediately upon posting on OMRON's website.
2. Subject to the terms and conditions of this Warranty, OMRON warrants that Customer's OMRON product does not have defects in materials and workmanship. During the Warranty Period (as defined hereinafter) under normal use, OMRON handling the relevant product, as the case may be, will at its sole discretion replace or repair the defective Product or part(s) free of charge. Parts or materials which are subjected to normal wear and tear are not covered by this Warranty.
3. The Customer has to complete the Warranty registration online at <https://www.omronhealthcare-ap.com/bd/warranty> within (10) days after purchase for registration purpose. Customer will have to upload a copy of proof of purchase during registration. For the avoidance of doubt, a successful Warranty registration shall not be construed as confirmation of the Customer's eligibility for the Warranty. The warranty registration confirmation email or copy of receipt must be presented with the Product to the OMRON's service centre ("**Service Centre**") at point of servicing request within the Warranty Period. Original or copy of purchase receipt MAY BE REQUESTED for verification during service/repair. OMRON is not obliged to honour any Warranty if the Customer fails to meet the requirements above.
4. This Warranty can only be redeemed at the Service Centre. The contact details of the Service Centre are provided below. The Customer acknowledges and agrees that OMRON is unable to provide onsite servicing. Collection of ALL repaired/serviced Products must be done at the Service Centre, unless otherwise agreed by OMRON. If the repaired/serviced Product is not picked up by the Customer within 60 days from the service completion date, then, to the extent permitted under applicable law, OMRON reserves the right to dispose of such product at its discretion. If the Customer wishes for OMRON to pick up and/or send the Product from/ to the Customer's location, to the extent permitted under applicable law, a transport fee will be imposed whether or not the Product is within Warranty Period.
5. OMRON reserves the right to reject warranty that contains incomplete and/or incorrect warranty information.
6. All corrective work under this Warranty shall be performed by the Service Centre unless otherwise designated by OMRON.
7. The warranty is a value-add service, offered by OMRON that begins on the first day of purchase for a period stipulated below ("**Warranty Period**"):

(a) **Blood Pressure Monitor**

<b>Models</b>	<b>Base Year Warranty (for all) from 1<sup>st</sup> September 2023 onwards</b>	<b>Additional Years when customers register their Warranty from 1<sup>st</sup> September 2023 onwards</b>	<b>*Total Warranty Period from 1<sup>st</sup> September 2023 onwards</b>
Automatic Blood Pressure Monitor (Bluetooth Models)	3 Years from date of purchase	3 Years	6 Years from date of purchase
Automatic Blood Pressure Monitor (non-Bluetooth Models)	3 Years from date of purchase	2 Years	5 Years from date of purchase

For the avoidance of doubt, Customers who have purchased any blood pressure monitor before 1 September 2023 will continue to enjoy 5-year Warranty from the date of purchase.

(b) **Others**

<b>Product</b>	<b>Warranty Period*</b>
Nebulizer	3 Years
Thermometer	1 Year
Pulse Massager (TENS)	1 Year
All Other OMRON Products (Exclude accessories & optional parts)	1 Year

\* In the event of any dispute, OMRON shall, in its absolute discretion, determine the date of commencement of the Warranty Period, and such determination shall be conclusive.

8. The Warranty is not transferable, negotiable or assignable to any third party.
9. The Warranty covers materials and workmanship defects except for the following exclusions:

Exclusions from coverage:

- (a) Products still covered under any other warranties in effect.
- (b) Damage to the outer case and defects caused by misuse, negligence, and accident.
- (c) Damage caused by use of Product contrary to the instruction manual.
- (d) Damage to the Arm Cuff set and inflation Bulb set of Blood Pressure Monitor due to normal wear and tear.
- (e) Optional Parts defects do not apply to standard wear and tear issues similar, and not limited to, stains from any liquids, gels or transferable items, marks from frequent usage, poor storage conditions and/or scratches/abrasions from external bodies/items.
- (f) Consumable items used in or with the Product such as (but not limited to) batteries, filters,

- and gel pads.
- (g) Damage caused by battery leakage.
  - (h) User-performed routine maintenance and cleaning as indicated in the operating/instruction manual.
  - (i) Damage caused by modifications, repairs, or any work made to the Product by anyone not authorized by Omron.
  - (j) Damage to any Product which has its serial number altered, removed, or defaced.
  - (k) External faults such as wiring and electrical connection or defects from using wrong electrical supply.
  - (l) Accidental or intentional physical damage or damaged caused by poor storage conditions.
  - (m) Damage because of natural disasters, civil unrest, fire, theft, spilled liquids, corrosion, environmental elements, animal, or insect infestation.
  - (n) Commercial use (multi-user organizations), public rental, use for profit or communal use for multi-family housing.
  - (o) Diagnosis where no defect has been found or noted; and/or
  - (p) Products purchased from unauthorized local retailers or resellers suppliers (including without limitation, online resellers) within and/or outside of Bangladesh.
10. To the extent allowed by the applicable local law, the remedies in this Warranty are the Customer's sole and exclusive remedies. Under no circumstances shall the Warranty coverage extend to any loss or injury to a person or loss damage to property or any incidental, contingent, special, or consequential damages or any direct or indirect loss. No implied warranty, including that of satisfactory or merchantable quality or fitness for a particular purpose, applies to the product after the Warranty Period. No other warranties (express or implied) or guarantee given by any other party in respect of the product shall bind OMRON.
  11. OMRON has the sole option to repair or to replace a product of equivalent quality and specifications in the event of product malfunction during the Warranty Period.
  12. If the product is replaced, the Warranty will automatically terminate, unless stated otherwise by OMRON. The product with the original Warranty will then become the property of OMRON (if replacement is accepted by the Customer) without need for further authorization.
  13. If identical materials are not available at the time of repair or replacement, OMRON reserves the right to substitute comparable materials or models and does not guarantee that the replacement will match the existing or original Product.
  14. All decisions made by OMRON in respect of servicing of the Product (including repairs or replacements of Products or parts) or Warranty eligibility shall be conclusive, and the Customer agrees to be bound by such decisions.
  15. Service fee and spare parts costs (if any is required for repairs) will be charged to any product repairs/maintenance/servicing if the product is no longer under any Warranty. The 30-Day User Verification Period ("**UVP**") is a period automatically provided (after repairs by OMRON) for products WITHOUT any warranty. Customers can use this UVP to observe their Product after repair. If any defects occur within this 30-day UVP, for the same Product, OMRON will repair for free.
  16. Under normal circumstances, OMRON will repair the product within 5 working days. If additional time is required, OMRON will notify the Customer promptly.

17. No one has the authority modify or change the Warranty or these terms and conditions except for OMRON.
18. This Warranty shall be governed by and construed in accordance with the laws of Bangladesh.
19. Before contacting our Service Centre, OMRON recommends the Customer to read the troubleshooting section in the instruction manual of the Product. This section describes error indicators and common troubleshooting tips that may assist the Customer in using the Product. When product assistance is required, please contact the Service Centre:

## Omron Healthcare Bangladesh Ltd.

Shaptak Mahabuba Grandeur

Unit#C1, House#17/A (Ground floor)

Road#06, Dhanmondi, Dhaka-1205, Bangladesh

Opening hours: 10am to 5pm (Sunday to Thursday)

Closed on Friday, Saturday, and Public Holidays

Email: [customer.service-bd@omron.com](mailto:customer.service-bd@omron.com)

Phone: +8801730354348

Email service lead time: Service Centre will strive to respond to your emails within approximately 3 working days. However, depending on the complexity of the issue, we may take a longer time to respond to your emails.

\* This contact information may change without notice; please check Omron's website for updated contact information.