

## CUSTOMER SERVICE POLICY

### OMRON HEALTHCARE BANGLADESH PRODUCT SERVICE

If you require product repair, technical assistance, accuracy check and/or any other product related assistance (“**Service**”), please contact our **Service Centre** and the friendly Officer(s) will assist you. You’ll find the contact details of our Service Centre below.

Before contacting Service Centre for Service, we recommend you read the troubleshooting section in your instruction manual as well as duly filled-in Warranty card. The instruction manual describes error indicators and common troubleshooting tips that may assist you in using your unit.

Please note the following important points:

- This Service is only available at the Service Centre and not at the retail stores.
- Collection of all repaired products is only available at the Service Centre.
- Products without a valid warranty are subject to service fees and spare parts charges (if any is required and reasonably practicable).

If you prefer, for a fee, we can send your repaired products to a mailing address in Bangladesh.

#### **Contact details:**

OMRON Healthcare Bangladesh Service Centre

Shaptak M Grandeur, Unit#C1, Plot#17 (Ground floor), Road#06,

Dhanmondi R/A, Dhaka-1205, Bangladesh

Telephone: +8801730354348 (10am to 5pm from Sunday to Thursday);

Closed on Friday & Saturday & Public Holidays

Email: [Healthcare-BD@omron.com](mailto:Healthcare-BD@omron.com)

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.

## WARRANTY POLICY

### OMRON STANDARD WARRANTY TERMS & CONDITIONS

1. This 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 resellers 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 or its authorized distributor handling the relevant product, as the case may be, will replace or repair the defective 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. For online registration, Customer will have to upload a copy of proof of purchase.
4. The Customer's copy of the warranty card must be kept by Customer. Customer has to bring the warranty card to the regional service center or OMRON's authorized distributor, as set out at the end of this Warranty ("**Service Centre**") along with the product at the Customer's expense and all work under warranty must be performed by the Service Centre, unless otherwise designated by OMRON.  
*\* Customer may contact the Service Centre or check OMRON's website for more details on warranty process.*
5. OMRON reserves the right to reject warranty that contains incomplete and/or incorrect warranty information.
6. The warranty is a value-add service, offered by OMRON that begins on the first day of purchase for a minimum period stipulated below ("**Warranty Period**"):

<b>Product</b>	<b>Warranty Period</b>
Home use Blood Pressure Monitors (BPM)	5 Years*
Nebulizer (NEB)	3 Years*
Thermometer	1 Year
Massager (TENS)	1 Year
Other OMRON Products (Excluding accessories & optional parts)	1 Year

\* For hard copy warranty submission, the period is 2 years for BPM devices & 1 year for NEB devices.

7. The warranty is not transferable, negotiable or assignable to any third party.

8. 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 or repaired or modified without OMRON's authorization, or any other use contrary to the instruction manual;
  - c) Damage to the Arm Cuff set and inflation Bulb set of Blood Pressure Monitor due to normal wear and tear;
  - d) 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;
  - e) Consumable items used in or with the product such as (but not limited to) batteries, filters and gel pads;
  - f) User-performed routine maintenance and cleaning as indicated in the operating/instruction manual;
  - g) Unauthorized modifications made to the product, altered serial numbers or repairs performed by non-authorized repairers;
  - h) External faults such as wiring and electrical connection or defects from using wrong electrical supply;
  - i) Accidental or intentional physical damage or poor storage conditions;
  - j) Damage as a result of natural disasters, civil unrest, fire, theft, spilled liquids, corrosion, environmental elements, animal or insect infestation;
  - k) Commercial use (multi-user organizations), public rental, use for profit or communal use for multi-family housing;
  - l) Diagnosis where no defect has been found or noted; and/or
  - m) Products purchased from unauthorized suppliers (including without limitation, unauthorized retailers and unauthorized online resellers) within and/or outside the Country.
9. 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.
10. OMRON has the sole option to repair or to replace a product of equivalent quality and specifications in the event of product malfunction. 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. 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 piece.
11. The total value of all repairs and/or replacements made during the Warranty Period shall not exceed the total purchase price paid for the product. All decisions made by OMRON in

respect of servicing of the product (including repairs or replacements of products or parts) shall be conclusive and the Customer agrees to be bound by such decisions.

12. A product 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. Any defects, within this 30-day UVP, for the same product, OMRON will repair for free. For product that malfunctions at the last 30 days of their warranty period, the UVP will also be provided.
13. In the event OMRON determines to repair the product:
  - (a) Under normal circumstances, OMRON will repair the product within 3 working days. If additional time is required, OMRON will notify the Customer promptly; and
  - (b) Collection of all repaired products is only available at the Service Centre, unless otherwise agreed by OMRON. If the repaired product is not claimed by the user within 30 (Thirty) days from the Service completion date, OMRON shall not be held responsible for the product.
14. The Customer acknowledges that retail stores, authorized distributor or any other reseller has no authority to bind OMRON or amend, modify or change terms of this Warranty.
15. This Warranty shall be governed by and construed in accordance with the laws of the Country.

When product assistance is required, please contact the Service Centre:

**OMRON Healthcare Bangladesh Ltd. Service Centre**

Shaptak M Grandeur, Unit#C1,

House#17 (Ground floor), Road#06,

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