

WARRANTY POLICY

OMRON STANDARD WARRANTY TERMS & CONDITIONS

1. Below terms and conditions are applicable to products with a standard OMRON Warranty ("Warranty") purchased from, and, registered with OMRON Healthcare Singapore Pte Ltd ("OMRON") directly or indirectly through Omron's authorised distributors in Malaysia. 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. OMRON warrants that your OMRON product does not have defects in materials and workmanship. During the Warranty Period (as defined hereinafter) under normal use, OMRON will replace or repair the defective part(s) free of charge through the authorized distributor handling the relevant product ("Authorized Distributor"). Parts or materials which are subjected to normal wear and tear are not covered by this Warranty.
3. This Warranty is offered by OMRON, to the purchaser (hereinafter the "customer") of an applicable OMRON Product ("product") and is only valid in the country of original purchase (Malaysia) from Authorized retailers.
4. The Customer has to complete the Warranty registration online at <https://www.omronhealthcare-ap.com/my/warranty> or send the hard copy of the warranty card, fully completed with retailer's official stamp and mailed to Service Center within (10) days after purchase for registration purpose. Original or copy of Purchase Receipt MAY BE REQUESTED for verification during Service/Repair. Online warranty registration is only applicable for products with production batch/ serial number starting from 2019. For production batches / serial numbers prior to 2019 which are purchased from authorized resellers, we request for customers to reach out to us for us to determine if such products are under warranty. Email: omronaftersaleservice.my@dksh.com
5. The customer's copy of the original warranty card, where applicable must be kept by customer and has to be brought to the retailer along with the product at the customer's expenses.
6. OMRON reserves the right to reject warranty that contains incomplete and/or incorrect warranty information.
7. 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"):

Product	Warranty Period*
Automatic Blood Pressure Monitor	5 Years**
Nebulizer	1 Year
Thermometer	1 Year
Pulse Massager (TENS)	1 Year
Pedometer	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.

** Warranty Period shall be applicable only for Automatic Blood Pressure Monitors purchased or manufactured from 2017 onwards, and the date of commencement of such Warranty Period shall be the date of purchase or the date of manufacture, whichever is the earlier.

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 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 internet resellers) within and/or outside Malaysia.

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. If the product is replaced/repared, products repaired or replaced is only warranted for the remainder of the original warranty coverage period. 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 products are not available at the time of replacement, OMRON reserves the right to substitute comparable products or models and does not guarantee that the replacement will match the existing or original piece.

12. 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 through Authorized Distributor 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.

13. 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 or if warranty is inapplicable. The 30-Day User Verification Period ("UVP") is a period automatically provided (after repairs by the Authorised Distributor) 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, the said Authorised Distributor will repair for free. For product that malfunctions at the last 30 days of their warranty period, the UVP will also be provided.

14. Under normal circumstances, Authorized Distributor will service or repair the product where feasible, within 12 working days upon the unit arrived at service center. If additional time is required, OMRON through Authorized Distributor will notify the customer promptly.

15. If the repaired product is not claimed by the user within 60 days from the Service completion date, OMRON reserves the right to dispose of the product at its discretion through Authorized Distributor.

16. Authorized Distributor is not affiliated with OMRON in any capacity other than as a distributor and service provider of OMRON products and has no authority to bind OMRON or modify warranty.

17. This Warranty shall be governed by and construed in accordance with the laws of Malaysia.