

TERMS AND CONDITIONS OF PLATFORM

www.warranty.com.sg · e-Warranty Registration Platform · Effective January 2025

These Terms and Conditions of Platform apply generally to warranty registrations, claims, and extended warranty purchases made through the shared e-Warranty registration platform at **www.warranty.com.sg**, and are applicable across all brands ("Brand(s)") registered on this platform, unless a specific Brand publishes its own additional or varying terms. "Customer" refers to the end-purchaser of the product. Where the warranty duration or conditions stated on the Customer's official tax invoice, warranty card, or a specific Brand's own published terms differ from this document, those specific terms will supersede this general document for that Brand.

1. Warranty Registration

1.1 All products must be registered for warranty within **one (1) month (30 calendar days) from the date of installation** — not the date of purchase. Where a product does not require installation, the equivalent reference date is the date of delivery, commissioning, or activation, as applicable to the Brand and product category.

1.2 Registration must be completed through **www.warranty.com.sg**, under the relevant Brand's dedicated listing on the platform, using accurate, complete, and verifiable information, including:

- Official tax invoice number
- Full name of the customer
- Installation address
- Product brand, model, and type
- Confirmed date of installation

1.3 Registrations submitted after the 30-day deadline will not be accepted. In such cases, warranty support may only be considered upon presentation of the original hard or soft copy of the official tax invoice, and remains subject to verification and approval by the relevant Brand.

2. Warranty Validity and Void Conditions

The warranty is rendered fully void if any information provided at registration or at the point of claim is found to be false, altered, mismatched, or misrepresented.

2.1 This includes, without limitation, false or mismatched information relating to:

- Invoice number
- Installation address
- Customer name
- Product brand, model, or type
- Date of installation

2.2 Each Brand, and/or the platform operator on the Brand's behalf, reserves the right to verify any and all information submitted during registration or at the time of a warranty claim against the Brand's internal sales, installation, and invoicing records.

2.3 Where a discrepancy or misrepresentation is identified, the relevant Brand reserves the right to decline the claim, revoke warranty coverage on the affected product in full, and recover the cost of any repair, replacement, or service already rendered on the basis of the false information.

3. Extended Warranty

3.1 Customers who wish to purchase an extended warranty, where offered by the relevant Brand, may only do so within **one (1) month (30 calendar days) from the date of installation**.

3.2 Requests to purchase an extended warranty received after this 30-day period will not be accepted, and the product will remain covered only under its standard warranty term.

3.3 Extended warranty availability, coverage, and pricing are determined individually by each Brand and are quoted on a per-product basis. Customers should contact the relevant Brand directly for current extended warranty options.

4. Warranty Coverage by Brand and Product Category

4.1 Warranty durations, coverage scope, and any product-category-specific conditions (such as onsite versus carry-in coverage, motor-only coverage, or third-party installation surcharges) are set individually by each Brand and are specified on the Customer's official tax invoice, warranty card, or the Brand's own published warranty page.

4.2 This document sets out the registration, validity, void-condition, extended warranty, and general claims procedures that apply uniformly across all Brands registered on this platform. It does not itself specify warranty durations for any individual Brand or product category.

All coverage referenced above is conditional on the product having been registered in accordance with Section 1, and having remained valid in accordance with Section 2.

5. Warranty Claims

5.1 A hard or soft copy of the official tax invoice is required for all warranty claims, unless the warranty was successfully registered online within the 30-day period set out in Section 1.

5.2 All claims are subject to inspection and verification by the relevant Brand or its authorised service personnel before any repair, replacement, or servicing is carried out.

5.3 The warranty duration and conditions stated on the Customer's official purchase invoice, or the Brand's own published terms, will supersede the general terms set out in this document.

6. Third-Party Apps, Devices, and Installers

6.1 Where a product requires pairing to a companion app for support purposes, customers must use the app recommended by the relevant Brand in order to receive troubleshooting support.

6.2 Brands do not provide troubleshooting or backend support for devices or apps not owned, recommended, or maintained by them, nor for installation work carried out by third-party installers not appointed by the Brand.

7. Warranty Limitations and Exclusions

This warranty covers **manufacturer defects only**. Unless otherwise stated by the relevant Brand, it does not cover:

- Damage caused by improper use or accidental damage occurring after delivery or installation
- Incorrect installation carried out by installers not appointed by the relevant Brand
- Issues arising from external factors, including power surges or environmental conditions
- Unauthorised modifications or tampering with the product
- Any claim where registration or claim information is found to be false or misrepresented (see Section 2)

8. General Terms

8.1 The warranty duration stated on the Customer's official purchase invoice, or on a specific Brand's own published warranty terms, will supersede the general terms outlined in this document.

8.2 Each Brand, and the platform operator of www.warranty.com.sg, reserves the right to amend these Terms and Conditions of Platform at any time, without prior notice. The version in force at the time of installation and registration will apply.

8.3 For warranty registration, claims, or extended warranty enquiries, Customers should contact the relevant Brand directly using the contact details provided on their invoice or on the Brand's own product pages.