



SERVICE AND WARRANTY POLICY

1. Replacement Policy

1.1 WITHIN 7 CALENDAR DAYS OF PURCHASE

- All products distributed by Midea Retail (PTY) Ltd carry a 7-day OBF/DOA (Out of Box Failure / Dead on Arrival) exchange/credit guarantee regardless of whether they are classified as Replacement Products or Service Products.
- Should a product fail within 7 days of purchase, the customer may return the faulty product to the store of purchase for an exchange or credit.
- Store service personnel are to determine if the fault is a genuine OBF/DOA claim or if the fault is as a result of customer abuse. Only OBF/DOA claims qualify for exchange or credit

1.2 AFTER 7 CALENDAR DAYS OF PURCHASE

- For products classified as Replacement Products that fail after 7 days of purchase, the Replacement Policy above applies.
- For products classified as Service Products that fail after 7 days of purchase, the Service Policy below applies
- Please refer to the Warranty Policy in section 3 for a list of replacement and service category classifications

2. Service Policy

- Products classified as Service Products that fail after 7 days of purchase must be booked in for repair under warranty by store service personnel at the Midea Retail Service Centre.
- Service bookings for small appliances will be collected from store within 24 hours of the service request being logged. Collection times may be longer for outlying areas.
- Service bookings for large appliances will be collected from the customer's premises within 24 hours of the service request being logged. Collection times may be longer for outlying areas.
- Loan refrigerators will be provided to customers requiring a refrigerator service booking.
- Serviced products will be returned to store (small appliance) or customer's premises (large appliance) within the standard turn around time.
- Turn around time for warranty repairs is 14 working days.
- Should a product under warranty be uneconomical to repair, a replacement product will be supplied by Midea Retail
- Should a product under warranty be faulty as a result of customer abuse, the total cost of repair including parts, labour and shipping, will be for the customer's account.

3. Warranty Policy

Midea Retail warranty applies to product categories as per the table below, and is subject to change from time to time without prior notice

| CATEGORY | WARRANTY TYPE | | WARRANTY PERIOD | PARTS WARRANTY PERIOD | LOAN UNIT |
|---|---------------|---------|-------------------------|-----------------------------------|-----------|
| | SERVICE | REPLACE | | | |
| Heaters | | X | 1 Year Replacement | | NO |
| Fans | | X | 1 Year Replacement | | NO |
| Air Coolers | | X | 1 Year Replacement | | NO |
| Air Purifiers | | X | 2 Year Replacement | | NO |
| Dehumidifiers | | X | 2 Year Replacement | | NO |
| Portable Air Conditioners | | X | 1 Year service & parts | | NO |
| Water Treatment (Purifiers and Filtration system) | | X | 2 Year Replacement | | NO |
| Small Appliances | | X | 1 Year Replacement | | NO |
| InstaChef & Air Fryer | | X | 2 Years Replacement | | NO |
| Microwaves | Carry-in | | 2 Years service & parts | 2 Years on magnetron- Part only | NO |
| Convection Ovens | Carry-in | | 2 Years service & parts | 2 Years on magnetron- Part only | NO |
| Refrigeration: Bar Fridges | Carry-in | | 2 Years service & parts | 5 Years on compressor- Part only | NO |
| Refrigeration: Full Size | Carry-in | | 2 Years service & parts | 10 Years on compressor- Part only | YES |
| Wine Coolers | Carry-in | | 2 Years service & parts | 5 Years on compressor- Part only | NO |
| Ice Maker | Carry-in | | 2 Years Replacement | | NO |
| Beverage Coolers | Carry-in | | 2 Years service & parts | 5 Years on compressor- Part only | NO |

Make Yourself at Home

Midea

