

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	Carry-in		1 Year service & parts		NO
Water Treatment (Purifiers and Filtration system)	On-site		2 Years service & parts		NO
Small Appliances		X	2 Year Replacement		NO
Microwaves: CTB and ETB Series	Carry-in		2 Years service & parts	10 Years on magnetron- Part only for the CTB and ETB Series	NO
Microwaves: Other series	Carry-in		2 Years service & parts	5 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 Frost Models	On-Site		2 Years service & parts	5 Years on compressor- Part only	YES
Refrigeration: Full Size Frost-Free Models	On-site		5 Years service & parts	10 Years on compressor- Part only	YES
Dishwashers	On-site		3 Years service & parts		NO
Warrior: Wine Coolers	On-Site		2 Years service & parts		NO
Warrior: Ice Maker	Carry-in		2 Years service & parts		NO
Warrior: Beverage Coolers	On-site		2 Years service & parts		NO