

Policy Governing Midea Appliance Operations and Trading Procedures

Replacement, Repair, and Credit Policy

Only the following conditions warrant immediate replacement or credit

7 Day OBF:

- 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 product group.
- 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.
- The onus is on the store service personnel 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.
- Faults found to be due to customer abuse will not be covered.
- Failing to verify the fault will result in claims being rejected. Which will result in freight charges as well as a handling charge being levied on the dealer.
- Products are only covered for defective workmanship and mechanical failure.
- Warranty does not cover cosmetics or parts that can be replaced without repair.
- Claims due to missing accessories will not be deemed as a 7 Day OBF / DOA. However, the missing accessories will be supplied free of charge.

After 7 days of purchase failure:

- All stock returned after 7 days is to be assessed in store in front of the customer. Failing to inspect the faulty product prior to upliftment or inspection by approved Midea Home Appliances Service agents will result in the claim being rejected and / or freight charges as well as a pre-determined handling charge being levied on the dealer.
- Should the fault be verified the dealer must inform the customer that replacement will only be granted once the product is inspected or approved by a Midea approved inspector or by Midea themselves
- The dealer is to log their claim on the service / warranty portal on the Midea Home Appliances website, with all details, such as purchase date, colour variation, customer invoice number and the product serial number.
- Dealer will be assigned a case number; this will be needed in all references to the claim.
- In the case of in-store inspection, the unit must be ready upon arrival of the inspector. Should it not be ready, dealers will be charged for the assessment and an alternative time / day will be arranged.
- Upon receipt of the product by Midea Home Appliances, the product will be assessed within 14 days where upon the relevant action will be taken.
- Once the fault has been verified by Midea Home Appliances, the product will be credited, and the dealer is authorised to replace or credit the customer.
- All supporting documents must accompany the product when collected. Failure to provide supporting documents with the product will result in the claim being rejected and handling fees being levied against the dealer.
- Please note that when collections are made for warranty claims, the collection document will refer to both the case number and the model being collected.

Repair Policy:

- Products classified as Repair Products that fail after 7 days of purchase must be booked in for repair under warranty by store service personnel on the Warranty and Repair Portal.
- Repair bookings for large appliances will be arranged by Midea Approved Service Agents within 24 hours of the repair request being logged.
- Repaired products will be returned to customer's premises within the standard turnaround time.
- Turnaround time for warranty repairs is 14 working days.
- Should a product under warranty be uneconomical to repair, Midea Home Appliances will authorise a replacement product by the relevant dealer.
- 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.

21 Days after repair claim:

- Time will be calculated from the time the logged Repair Case is assigned to a Midea Home Appliances approved repair agent.
- If there is no valid reason why the product has not been repaired within 21 days, credit will be granted by Midea Home Appliances for the product.
- If no contact has been made by the repair agent within 2 days of the case being assigned, it is the dealers' responsibility to report this to Midea Home Appliances.
- Delays in reporting will not be considered a valid reason for credit.
- No credit will be passed should the reason be that no Accredited Repair Agent is available for the area. Midea Home Appliances will endeavour to assign an agent in as many areas as possible but cannot be held responsible if customers live in areas inaccessible to the accredited agent.

No parts available for repair:

- A replacement will only be approved to an equivalent value if no parts become available within 21 days of the Midea Home Appliances approved technician assessing the product. If parts become available within 21 days after assessment, the product will be repaired under warranty.

Repair Request for reoccurring fault:

- Credit may be investigated should a repair request be made relating to a reoccurring fault.
- For a credit or product replacement to be considered, all requests must have been logged on the Midea Home Appliances Repair and Warranty portal and verified. Valid reports must be received for all previous completed repair requests.
- All items approved for credit must be prepared for upliftment from **Dealer Premises** in the original packaging or, failing that, packaging appropriate to ensure the proper transportation of the product from origin to destination in its original condition.
- If by any chance the item is lost in transit and Midea Home Appliances must credit, we will credit the cheapest of the colour variation, where applicable, if it is not indicated in the claim.

Midea Home Appliances will reject any item that does not:

- Correspond with the Case number allocated to the claim in question.
- Correspond with the quantity of the item expected.
- Correspond with the model being claimed for.

It is therefore the dealer's responsibility to:

- Ensure that the item being collected is the correct item for that case.
- Ensure that the correct quantity of the item is handed over.
- Ensure that only the item being claimed for is handed over and no other item, either logged or unlogged, is handed over.
- Ensure that when the case is logged, the correct colour variation is indicated.

To avoid your claim being rejected:

DO NOT:

- Send multiple claims on a collection for a different case number.
- Hand over claims to your account manager.
- Expect your account manager to log the claim for you.

DO:

- **Check each item for fault:**
Items found to be in working order or faulty due to customer abuse will be rejected and handling and freight charges will be levied against the dealer.
- **Attach store claim document with invoice number to be credited:**
Cases returned without relevant documentation as set out in our above mentioned policy, will not be credited until the invoice in question has been clarified.
- **Include entire product content, for example spoons, jugs, remotes, instruction manuals, etc:**
Partial credits will be given if parts are missing.
Upon collection, the collection document supplied by the logistics provider is to be endorsed fully by the dealer representative.
Failure to endorse all items referred to on the collection document may result in partial credit or outright rejection of claim.
- Ensure that the dealers claim document accompanies the item.
- Ensure that the invoice to be credited is indicated.
- Ensure that the dealer claim / job number matches the claim / job number that was logged.

Logistics Policy

Forward Logistics:

- Consignments that qualify for freight must be of or above a value of R3000 ex VAT or consist of at least one large appliance, for example dishwasher or full-size fridge.
- Any consignments under this amount do not qualify and the dealer must arrange their own logistics or logistical costs will apply.
- Once the order is invoiced, a copy is sent via email and with the consignment, unless otherwise arranged. It is the dealer's responsibility to supply the correct email contact to which the invoices must be sent.
- Dealers to note that there is a minimum lead time of 72 hours after invoice for consignments to be received. Outlying areas incur longer lead times as Nominated Delivery Days are used by our logistics providers.
- Orders are invoiced the day they are received unless received after 15:00pm, in which case they will be invoiced the following day.
- Midea Home Appliances endeavours to dispatch orders on the day they are received but does not guarantee same day dispatch.

Receipt:

Dealers are to ensure that upon receipt of consignment and before acceptance, the consignment is checked for:

1. Box damage.
 2. Incorrect stock.
 3. Stock shortage.
 4. Cancelled / Incorrect orders.
- Any and all discrepancies that would warrant a claim against Midea Home Appliances or their service providers, are to be endorsed upon the delivery note / POD handed back to the service provider.
 - No claims will be entertained should the reason for claim not be endorsed on the Delivery Note / POD
 - Incorrect stock, cancelled orders, box damages are not to be accepted, but returned to the service provider with endorsed Delivery Note / POD.
 - It is up to dealers to raise claims for any endorsements. Midea Home Appliances will not raise claims on behalf of any dealers whether endorsed PODs or stock is received or not.

Concealed damages:

- All large appliances are to be inspected for scratches or dents, whether packaging is in good condition or not, in the presence of the customer before customer takes delivery.
- All stock found with concealed damage is to be separated for inspection by a Midea Home Appliances appointed inspector.
- Only stock reported to Midea Home Appliances as faulty / damaged will be inspected, therefore serial numbers of the stock are to be submitted to Midea Home Appliances prior to an inspection being assigned.
- No claims against Midea Home Appliances or their service providers will be entertained unless the above is adhered to.

Sale or Return / Aging stock:

- No claims for aging stock to be uplifted and credited will be entertained.
- Account managers are not approved to offer sale or return, and therefore it should not be assumed that it will ever be considered in the future.
- Should upper management of Midea Home Appliances agree to it at any time, a pre-determined percentage will be levied against the dealer for freight and handling

Product Warranty: Please refer to the Warranty Annexure for detailed information:

- The onus is on the customer to register their product, where applicable, on the Midea Home Appliances website.
- Failure to do so will disqualify the product from Premium Warranty Cover.
- It is neither the dealer nor account manager's responsibility to register any warranties on behalf of the customer.
- It is the dealer's responsibility to bring it to the attention of the customer that Premium Warranty is available and to qualify they need to register their product on the Midea Home Appliances website.
- Products are covered for defective workmanship and mechanical failure only.
- Warranty does not cover cosmetics or parts that can be replaced without repair.
- Missing accessories / parts will be supplied free of charge, therefore no replacement of the product is deemed necessary.

Warranty Annexure:

To qualify for Premium Warranty, the customer must register on our portal www.mideasouthafrica.com

(The premium warranty addition only applies to the standard warranty and not to the extended parts warranty).

Failure to register results in the standard warranty period.

This is responsibility of the customer.

CATEGORY	WARRANTY	STANDARD WARRANTY	PREMIUM WARRANTY	EXTENDED PARTS WARRANTY
Heaters	Carry-in	1 Year	N/A	N/A
Fans	Carry-in	1 Year	N/A	N/A
Air Coolers	Carry-in	1 Year	N/A	N/A
Air Purifiers	Carry-in	2 Year	N/A	N/A
Dehumidifiers	Carry-in	2 Year	N/A	N/A
Portable Air Conditioners	Carry-in	1 Year	Additional 1 Year	N/A
Water Treatment (Purifiers, Filtration system, plumbed-in)	On-site	1 Year	Additional 1 Year	N/A
Water Treatment (Dispensers)	Carry-in	1 Year	Additional 1 Year	N/A
Small Appliances (i.e.: Kettles, blenders etc)	Carry-in	1 Year	Additional 1 Year	N/A
Microwaves:	Carry-in	2 Years	Additional 1 Year	5 Years on magnetron- Part only
Convection Ovens	Carry-in	2 Years	Additional 1 Year	2 Years on magnetron- Part only
Refrigeration: Bar Fridges	Carry-in	3 Years	Additional 2 Years	5 Years on compressor- Part only
Refrigeration: Full Size Frost Models	On-Site	3 Years	Additional 2 Years	5 Years on compressor- Part only
Refrigeration: Full Size Frost-Free Models	On-site	3 Years	Additional 2 Years	10 Years on compressor- Part only
Dishwashers	On-site	3 Years	Additional 2 Years	N/A