



Smart Helmet

Warranty and definition



MANUFACTURING WARRANTY



Warranty start from DATE OF DELIVERY ORDER (REFER DO DOCUMENT)



Warranty covers the Smart Helmet against manufacturing defects for a period of:

- Smart Helmet Shell (Hard Hat) - 12 months
- All accessories/consumables (e.g. Battery, Camera, Cable etc.) – 6 months

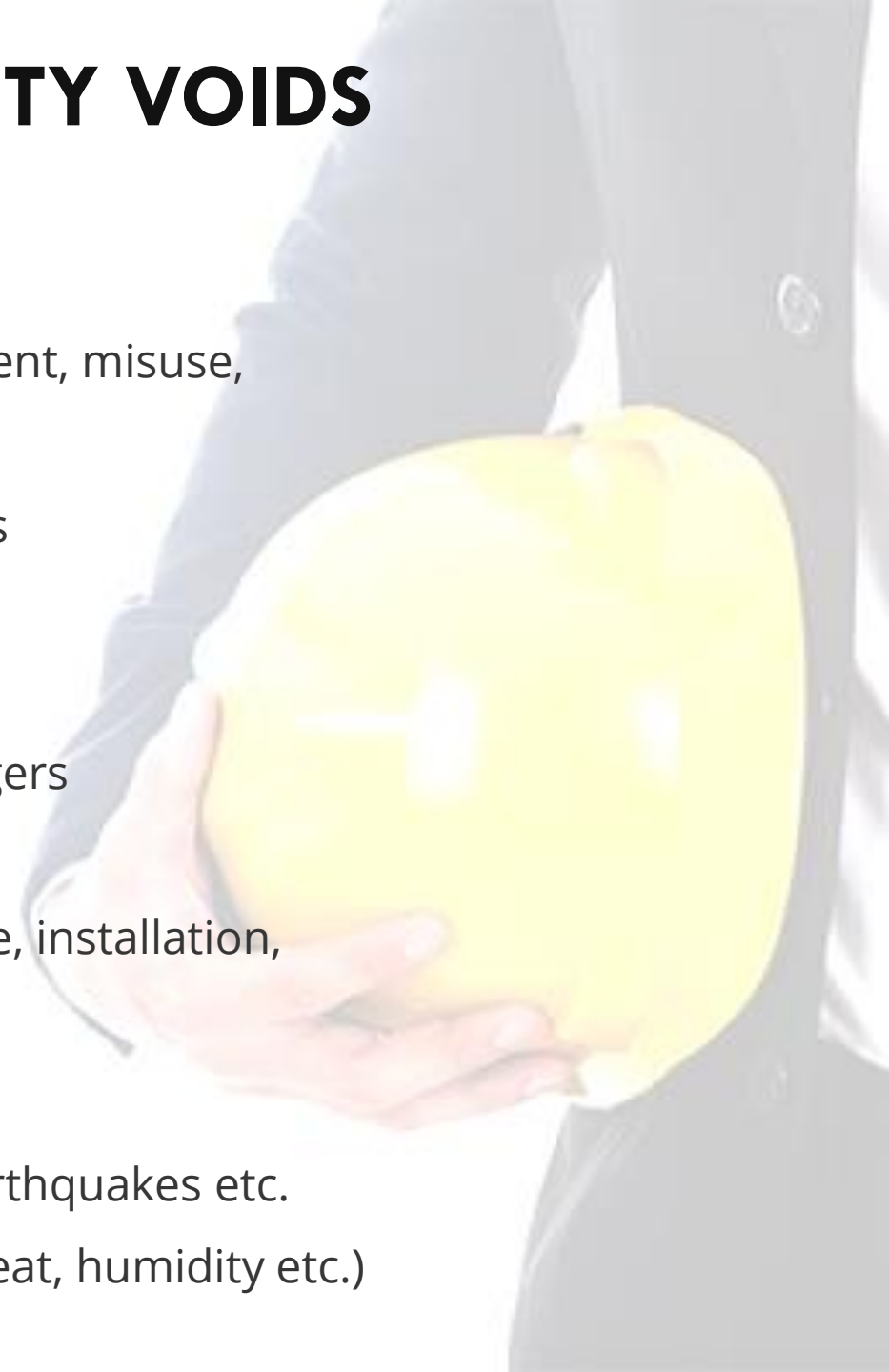


MANUFACTURING DEFECT WARRANTY VOIDS



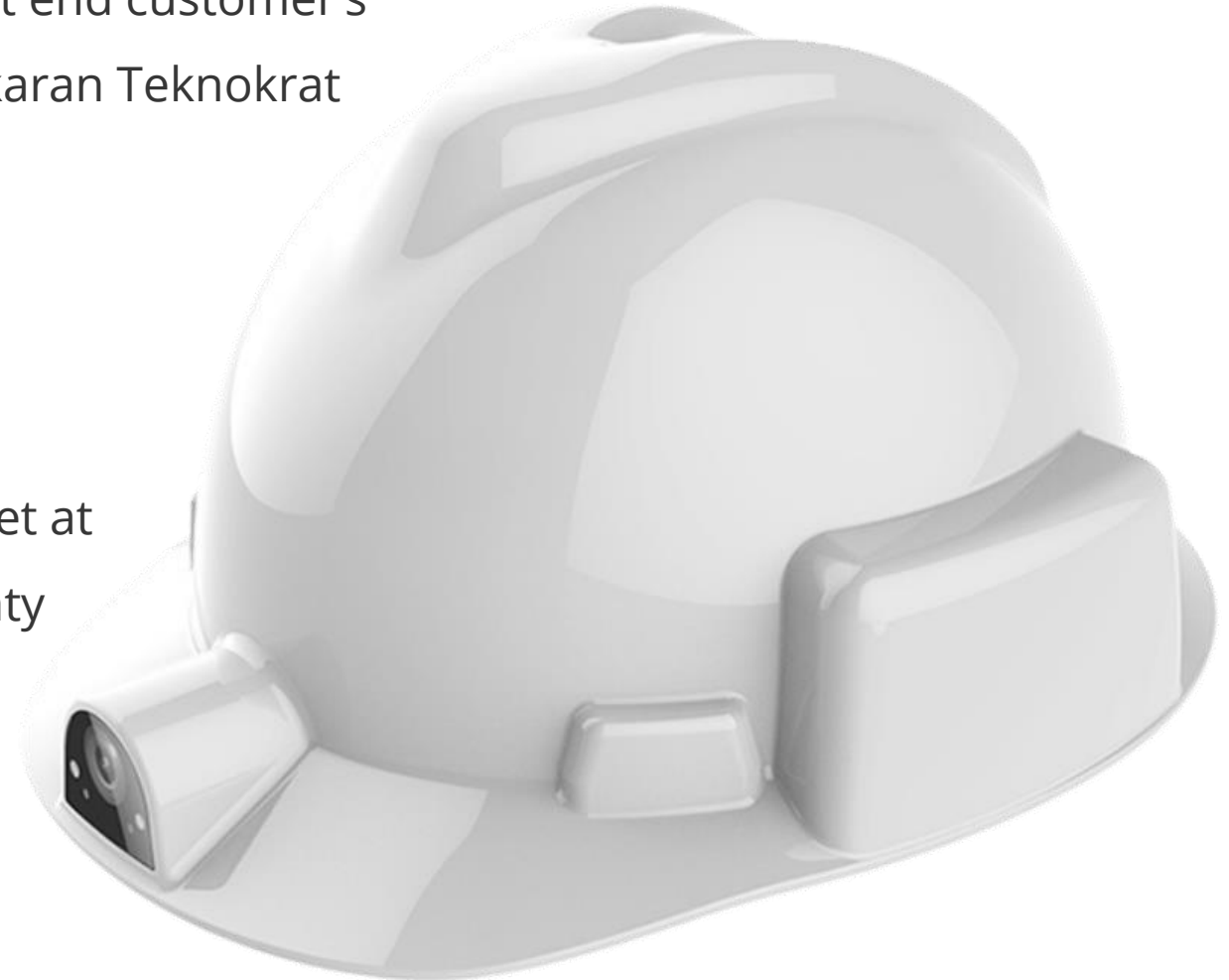
Warranty is void if:

- The defect is caused (howsoever) by wear and tear, accident, misuse, neglect, rough handling or abuse
- Unauthorised persons carry out any alterations or repairs
- Cosmetic damage (dent, crack, scratch & etc.)
- Spillage of food/liquids
- Operating with incorrect or irregular voltage supply chargers
- Corrosion, rusting or stains
- Improper testing, operation, demonstration, maintenance, installation, adjustment or any alteration or modification of any kind
- Infestation by insects or vermin
- Damaged due to natural disasters such as flood, fires, earthquakes etc.
- Stored under non-favourable conditions (UV, excessive heat, humidity etc.)



HOW TO CLAIM WARRANTY?

- ✔ Defective Smart Helmets must be shipped at end customer's cost to TMR&D, TM Innovation Centre, Lingkaran Teknokrat Timur, 63000 Cyberjaya, Selangor, Malaysia
- ✔ TMR&D will validate the warranty claim
- ✔ TMR&D will ship a replacement Smart Helmet at TMR&D's cost to end customer if the warranty claim is valid



TERMS AND CONDITIONS

- ✔ TMR&D shall not be liable for any damages of any kind resulting from the purchase, use or misuse of, or inability to use the product
- ✔ The warranty shall not extend to anyone other than the original purchaser of this product
- ✔ The exchanged Smart Helmet will continue with the original warranty period and it will not reset the starting date of the warranty
- ✔ The timeline to deliver replacement Smart Helmet Unit will differ on a case to case basis
- ✔ TMR&D's evaluation of the warranty validity is final

