

AM AUTOGATE

WARRANTY TERMS AND CONDITIONS

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Effective Date: 11 Aug 2016

Purpose

This warranty terms and conditions covers the terms of the sales contract and the regulations regarding the liabilities and limitations of the defects which may occur in the goods sold by our Company (“AM AUTOGATE”) to You (“Customer”) within the warranty period duration.

This warranty agreement outlines the terms and conditions of a warranty for our product installed on your premises.

1. Warranty Period

Our company provides a product warranty for a period of 1 year from the date of installation, covering manufacturing defects only. To validate the date of purchase, the original purchase invoice (proof of transaction, sales receipt or bill provided by technician) demonstrating the date of acquisition and installation is required.

During the 1 year product warranty period, any replacement or repairs will not extend the warranty period beyond the original purchase and installation date.

2. Warranty Exclusions

It is important to note that this warranty does not extend to certain circumstances that are beyond our control and considered as wear and tear of the parts. These circumstances include the following:

- Existing corrosion wiring at the premise that resulted in the system malfunctioning.
- Non-electronic parts, such as rubber stoppers and gate/pillar brackets.
- Gate problems that prevent proper closing.
- Issues that are not related to the repairs that we have made.
- Issues with the wiring at premise.

- Natural disasters e.g.: Lightning strikes, Flood, Thunderstorm, High voltages short circuit, Insects causing short circuit.

Please bear in mind that while we make every effort to provide the highest quality service possible, there are certain limitations to our warranty coverage.

3. Replacement/Refund

Our company upholds a strict policy regarding sales and warranty, we aim to provide our customers with a clear understanding of these policies.

It is important to note that all purchases are considered final and non-refundable. We recognize the significance of customer satisfaction and strive to ensure that our products are free from any defects or malfunctions.

Our service policy mandates that customers must bear a minimum service charge fees of 80.00 Malaysian Ringgits, which covers our troubleshooting, inspection, transportation, and labor charges.

During the warranty period, we will cover the cost of parts replacement and repairs for the product. However, service charges fees will still apply.

To claim the warranty, customers are required to provide a video of the malfunction as evidence. This is to ensure that we can accurately assess the issue and provide the necessary replacement or repair. Our policy aims to provide our customers with peace of mind, knowing that they are covered in the unlikely event of any defects or malfunctions.

4. Limitation of Liability

This warranty is applicable solely to the products we supply and does not cover any damages caused by misuse, acts of negligence, or improper handling of the product.

It is the responsibility of customers to bear the cost of any replacements or repairs beyond the warranty period. Our on-site technician inspections entail a minimum service charge fees of 80.00 Malaysian Ringgits, which encompasses troubleshooting, inspection, transportation, and labor charges.