

Extended Warranty Terms & Conditions

TEKA is proud to celebrate 100 years of history with exclusive warranty extensions for our valued customers. This warranty extension includes:

- **100 Months Warranty** for motor & compressor on selected TEKA products.
- **100 Hours 1-to-1 Exchange** for products with visible dents after purchase.

Validity Period

This extended warranty program is valid from **1st January 2025 to 31st March 2025**.

1. 100 Months Warranty for Motor & Compressor

This extended warranty applies to specific components of TEKA products:

Coverage:

- **Hood:** BLDC/DC motor.
- **Fridge:** Inverter compressor.
- **Laundry:** Inverter motor.

Terms & Conditions:

1. The **standard 2-year warranty** remains unchanged and applies to all other product components.
 2. The extended warranty period is counted from the **Delivery Order (DO) date** or **invoice date**.
 3. The warranty includes **labour costs** for repairing or replacing eligible components.
 4. The extended warranty is **applicable for one-time claims only** per eligible component.
 5. **Installation and dismantling charges** are **not covered**.
 6. Warranty claims are limited to **manufacturing defects only**.
 7. This warranty **does not cover accessories, consumables**, or damages caused by misuse, negligence, or external factors such as electrical surges, water damage, or physical impact.
 8. Products that have been **modified** or used for commercial purposes are **not eligible** for warranty coverage.
 9. Claims must be processed through an **authorized TEKA service center or authorized dealer** with valid proof of purchase (**DO or invoice**).
 10. This extended warranty is valid for retail purchases only and does not apply to project purchases.
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2. 100 Hours 1-to-1 Exchange for Dented Products

This benefit provides a one-time exchange for products with visible dents or damage immediately after purchase.

Coverage:

- Visible dents or damage must be reported **within 100 hours** of the **DO date or invoice date**.

Terms & Conditions:

1. The **standard 2-year warranty** remains unchanged and applies to all other product aspects.
2. The warranty is **applicable for one-time claims only** per product.
3. Products that have been **installed** are **not eligible** for 1-to-1 exchange.
4. Claims must be initiated through an **authorized TEKA service center or authorized dealer**.
5. **Installation and dismantling charges** are **not covered**.
6. Damage caused by misuse, transportation, or mishandling after installation is excluded.

7. Proof of purchase (**DO or invoice**) is required to validate the exchange request.
 8. This exchange program is valid for **retail purchases only** and does not apply to project purchases.
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3. General Terms & Conditions

1. **Extended Warranty Coverage:**
 - The extended warranty period is strictly limited to the **repair and/or replacement** of eligible products or components.
 - This warranty **does not cover** any losses, damages, or injuries caused directly or indirectly by the product.
 - The **100-month warranty for motors and compressors** replaces the standard 2-year warranty for these components, providing a total coverage period of 100 months from the DO date or invoice date. This is not an additional extension to the 2-year warranty but a consolidated warranty period.
 2. **Exclusions from Coverage:**
 - Labor and logistic charges related to **delivery, dismantling, and/or installation** are not included.
 - Normal wear and tear (e.g., discoloration, scratches), accessories, and consumables are excluded.
 3. **Standard Warranty Applicability:**
 - The **standard warranty terms** apply to all products within the stipulated period. For details, refer to the **General Warranty Terms and Conditions**.
 4. **Usage Limitations:**
 - The warranty is valid for **non-commercial use only**. Products found to be **modified** or used for commercial purposes will void all warranty terms.
 5. **Claim Process:**
 - All claims must be processed through an **authorized TEKA service center or authorized dealer**.
 - Proof of purchase (**DO or invoice**) and product serial number are required to initiate any warranty claims.
 6. **TEKA's Rights:**
 - TEKA reserves the right to inspect products to verify claim eligibility.
 - TEKA may repair, replace, or refund products at its sole discretion.
 - TEKA reserves the right to amend the terms and conditions without prior notice.
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How to Claim Your Warranty

1. Contact your nearest **authorized TEKA dealer** or **authorized TEKA service center**.
2. Provide the original **DO or invoice** and the product serial number.
3. Follow the instructions provided by TEKA Malaysia to complete your claim process.