

SKYWORTH Shaver Warranty Policy

Thank you for choosing **SKYWORTH**. We are committed to providing quality products and reliable after-sales support. Please read the following warranty policy carefully.

Warranty Coverage

- This shaver is covered by a **12 months limited warranty*** from the date of purchase.
 - The warranty covers **manufacturer's defects** in material or workmanship under normal domestic usage only.
 - Warranty service is provided as repair or **1-to-1 product replacement if found non repairable**.
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Personal Care Product: Electric Shaver : Warranty Claim Flow

1. Please first **contact the Skyworth Authorized Dealer shop** where you purchased the shaver product, or directly contact **SKYWORTH Customer Service 1800 888 123 for further information**. Customer also can make simple inquiry for the process by email at email address: service@skyworth.com.my

2. 2.1 End-user carry back to Dealer category:

If customer send back to authorized dealer where the product purchased, the dealer will check and verify the defect problem/symptoms provide by customer. If the dealer really found the product malfunction due to manufacturing fault and not related to misused matter, dealer will record down all the details in the defect list with related photo required. Dealer will arrange replacement unit for end-user and them to sign for exchange letter. Final dealer will send the compiled list to SDM PIC (call centre) /SDM salesman for OA approval to get back new exchange machine send back to dealer.

2.2 End-user direct send the product to SDM by courier or visit SDM direct.

If customer send in by courier to SDM direct, the customer must be make sure it been attached with full details such as document below:

1)Purchase Invoice (with product model number/type & official dealer details.)

2) End-User full details such as Name, Contact Number, mailing address

3) Note listed down what is the problem found on the Shaver product.

****if the customer not willing to pay for the courier charges, customer can direct contact our Customer Service Careline 1800 888 123 for alternative way****

End-user also can direct walk-in to SDM for request inspection / verification for the problem issue.

3. End-user must present the **original purchase invoice from Skyworth Authorized Dealer** as proof of purchase for the limited warranty claims.
4. If the original purchase invoice cannot be provided, the warranty will be considered **void**.
5. Once the defect is verified as a **manufacturer's defect**, SKYWORTH will provide repair or **1-to-1 replacement unit**.
6. The **defective product must be returned** to SKYWORTH before the replacement can be issued.
7. Under certain circumstances (e.g. customer located in a **remote area**, or due to **stock availability issues**), the replacement process may take **up to 90 days** onwards to complete.

Customer Service Contact

SKYWORTH DEVELOPMENT MALAYSIA SDN BHD (Co. #1210539-A)

Block B, No.13, Jalan Pelukis U1/46,
Temasya Industrial Park, Seksyen U1,
40150 Shah Alam, Selangor Darul Ehsan, Malaysia.

 **Customer Careline:** 1-800-888-123

 Customer Service Official Whatsapp: +6011 1280 2189

 **Website:** www.skyworth.com.my

 **Operating Hours:** Monday – Friday, 09:00 to 18:00 hrs (closed on Saturday, Sunday and public holidays).

Warranty Exclusions

This product warranty does **not** cover:

- Products without a valid purchase invoice from Skyworth Authorized Dealer.
- Damage due to misuse, abuse, negligence, accident, or improper operation.
- Damage caused by unauthorized repairs, modifications, or use of non-original accessories.
- Normal wear and tear of parts (e.g., shaving mesh, trimmer blades).
- Cosmetics / outlook damages of the product
- Commercial use (warranty applies only for **domestic usage only**).
- Damage resulting from natural disasters, power surges, or external factors beyond SKYWORTH's control.

SKYWORTH's Responsibility

- Provide a **1-to-1 replacement unit** once the defective product is verified.
- Collect back the defective product as part of the replacement process.
- Replacement units if found product manufacturing defect and are warranted for the **remaining period of the original warranty** duration.
- SKYWORTH is not liable for any indirect, incidental, or consequential damages related to product usage.

Customer Responsibility

- Ensure safe and proper use of the shaver according to the user manual.
- Retain the official Skyworth Authorized dealer purchase invoice for warranty claims.
- Return the defective product for verification and replacement.