



## **MAMAKIDDIES WARRANTY CLAIM POLICY**

### **PRODUCT CATEGORY: MASSAGE EQUIPMENT**

**WAHAM SDN BHD MAMAKIDDIES (HQ)**

**Address:** Lot 36, Jalan Korporat 1B/KU9 Taman Perindustrian Meru 42200 Klang, Selangor, Malaysia

**Contact No:**

- 1) 03-33937817 (Customer Services - Call Only)
- 2) 011-55550468 (Customer Services - Whatsapp Only)

**E-mail:** [mamakiddies.sales@gmail.com](mailto:mamakiddies.sales@gmail.com)

**Working Hour:** Monday – Friday (9.00 AM – 5.30 PM)

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## 1) Warranty Duration:

- a) Express Warranty - 3 days
- b) Fabric Parts Warranty - 6 months
- c) Mechanical Parts Warranty - 6 months
- d) Structural Parts Warranty - 6 months

***\*\*Refer product list Section 6 - Product Warranty List***

## 2) Terms and conditions

- a) The warranty period starts on the date of items received (by courier remarks, receipts, Shopee or Lazada received remarks)
- b) This warranty only covers Products applied within their manufactured and applicable use.
- c) The warranty is valid only if supported by a receipt and specific to the item(s) purchased and referenced on the invoice in question.
- d) The warranty is only applicable to the initial purchaser of the invoiced products purchased directly from Mamakiddies (Waham Sdn Bhd), or to the initial purchaser purchased through authorised Waham Sdn Bhd vendors. Third party claims will not be entertained.
- e) Mamakiddies warrants that each product be free from defects in material and workmanship.
- f) The warranty shall be valid for the period mentioned in the applicable area of the policy for the products referred. **(Refer to Section 1 – Warranty Duration)** seen on this document.
- g) If any Product which is covered by this warranty and is within the warranty period is determined to be defective, Mamakiddies, in its discretion will repair or replace the product or defective parts or reimburse the Purchaser to the pro-rated value of the invoice. **(Refer to Section 4 - Prorated for Reimbursement)** seen on this document.
- h) For the purposes of clarity, 'repair or replace the Product or the defective part thereof' does not include any removal or reinstallation activities, costs or expenses, including without limitation, labour costs or expenses.
- i) If Mamakiddies chooses to replace the parts/product and is not able to do so because it has been discontinued or is not available, Mamakiddies may refund the purchaser the pro-rated value (credit) or apply the prorated value (credit) of the product to a comparable product.
- j) No agent, distributor or dealer is authorised to change, modify or extend the terms of the warranty on behalf of Mamakiddies.
- k) This warranty only applies when the invoiced product has been properly installed according to manufacturing specifications and operated for the products intended use, operating range and environmental conditions.
- l) This warranty does not apply to damage or failure to perform arising because of Acts of God (landslides, floods, earthquakes, lightning strikes, etc) or from any abuse, misuse, abnormal use or use in violation of any applicable standard, code or instructions for use, including without limitation, those

contained in the latest safety, industry and/or electrical standards for the relevant region(s).

- m)** This warranty shall be rendered null and void if any repairs and alterations not authorised by a Mamakiddies representative is made to the product in any form or fashion. Any authorization by Mamakiddies representative shall be recorded as physical proof(s) for future reference. Proof recorded can only be made through text, image or video recording only. Incomplete proof submission to Mamakiddies representative within 3 working days (from the item received) shall also null the warranty claims made.
- n)** All warranty products mentioned are subjected to a representative having access to the Product or system for verification of non-compliance.
- o)** This is a limited liability warranty and excludes, among other items, installation, providing access to products (scaffolding, lifts, etc.), and special, incidental and consequential damages (such as loss of revenue/profits, damage to property or other miscellaneous costs not previously mentioned), and is further defined by the limitations and conditions set forth in the respective warranty policy and these terms and conditions.
- p)** Upon request, Mamakiddies representatives shall be allowed access to the defective Product, system or application for verification of non-compliance.
- q)** With respect to products sold to the Purchaser by Mamakiddies, but not bearing the Mamakiddies name or sub-brands, Mamakiddies makes no warranty of any kind, express or implied, including, without limitation, any warranty of merchantability or fitness for a particular purpose, but will make available to the Purchaser upon request, but only to the extent of items only retailed by Mamakiddies and permitted by law and relevant contracts, the warranties of the manufacturer or supplier of the respective product.
- r)** In no circumstances shall Mamakiddies be liable for any consequential loss or damage or liability in excess of the invoiced cost of goods sold. This includes loss of limbs, loss of life, loss of business, loss of use, replacement cost though unintended use or application of product different to manufacturer's guidelines. Defects in quality shall not be grounds for the cancellation of the remainder of the order or contract.
- s)** Mamakiddies in any way deserved to reject claims that did not fulfil any of the criteria mentioned in this policy.
- t)** Mamakiddies from time to time deserved to create an updated version of this warranty policy where applicable and as it determines are appropriate.

### 3) Supplier Warranty Details

#### a) General Warranty

- i) An authorised individual by Mamakiddies may decide to provide compensation to any warranty covered parts related problem(s) in this section that may not affect the customer product usability in their opinion according to **Section 1(i) - General Terms and Conditions**.
- ii) The repair, service and/or installation of any electrical component or related replacement part for use with Mamakiddies products must be accomplished by an authorised individual by Mamakiddies to receive coverage consideration under the applicable warranty program. Improper repair, service and/or installation will void this warranty and can result in property damage and/or personal injury.
- iii) This warranty does **NOT** cover claims for damage due to tampering, excessive heat, water damage, improper installation, negligence of handling, usage of non-compliance external parts (ex; headrest, armrest, arm-shelf, carry bag, frame type or model), or usage of any third party components.
- iv) Mamakiddies also warrant that we does **NOT** cover claims for minor scratches, stains, dusty item, uneven stitching, colour fastness, fabric shrinkage, fiber migration, pilling, wear & tear, wear against abrasive surfaces (ex; rough seams), wrinkling, stretching or any other defect claims that does not affect product usability
- v) No warranty will also be given for inaccurate, incomplete or misleading information given by the claimant when the claims was made
- vi) This warranty applicable for items lost in transit, parts not included by manufacturer or received damage (ex; torn fabric, loose stitches, crack, dent & other defects that can affect product usability in our opinion.
- vii) Parts covered in this warranty includes;
  - (1) Frame
  - (2) Cushions (Headrest, Armrest. Arm-Shelf etc)
  - (3) Cover Bag (If applicable)
  - (4) Lock Clip (If applicable)

#### b) Express Warranty - 3 days

- i) Full Product replacement or exchange 1 to 1 with product of equivalent purchased price. Exchange 1 to 1 may include parts or accessories affected only. This warranty is only applicable when the defects or problems complain within 3 days of purchase/ receive date. Exchange with products of higher price might incur extra charges. For exchanged items, it should be in good condition at the time of receipt and resellable as assessed by an individual authorised by Mamakiddies. Authorised individual by Mamakiddies deserved to reject any product replacement that not fulfilled the criteria as mentioned
- ii) This warranty also includes any additional claims made by our authorised representative(s) written or verbally with proof (ex; picture, text message, video, voice recording & etc.) of such claims was provided

- iii) Shipping delivery cost will be covered by Mamakiddies if claims were made within the express warranty period.
- iv) For Retail shops/Walk In purchase, Customers are required to check the item conditions before leaving the premises. After leaving the premises all replacement or exchange are required to be made in Mamakiddies HQ.

#### 4) Prorate for Reimbursement

- a) Prorate for Reimbursement only applicable when other means of warranty claim cannot be made (ex. Repairing, Parts Replacement or Product Replacement)
- b) Full product reimbursement - **100%** of purchased price IF defective products were caused by manufacturing or seller fault within the first half of warranty period.
- c) Prorated product reimbursement - **10% to 50%** of purchased price depends on the remaining warranty period of the defective products.
- d) Buyers will receive their reimbursement duration plan together with every item purchased (products with warranty only) or they can contact our customer services for more details.
- e) Example of reimbursement percentage of purchased price with minimum number of months & days remaining for warranty;

Product	Full Warranty Duration	100% Reimburse	50% Reimburse	40% Reimburse	30% Reimburse	20% Reimburse	10% Reimburse
A	6 months	3 months 1 day	3 months	-	2 months	-	1 month
B	12 months	6 months 1 day	6 months	5 months	4 months	3 months	2 month
C	36 months	18 months 1 day	18 months	15 months	11 months	8 months	4 months
D	48 months	24 months 1 day	24 months	20 months	15 months	10 months	5 months

**Situation 1:** Customers buy products in **Category A** (6 months warranty) with a price of **RM 100** on **1st January 2020**. Items got damaged at the structural part (due to faulty manufacturing) on **31st March 2020** (3 months 1 day warranty remaining). Customers will get their reimbursement of 100% of the purchased price which is their **RM 100** back.

**Situation 2:** Customers buy products in **Category C** (36 months warranty) with a price of **RM 100** on **1st January 2020**. Items got damaged at the structural part (due to faulty manufacturing) on **1st April 2020** (3 months warranty remaining). Customers will get their reimbursement of 50% of the purchased price which is **RM 50** back.

**Situation 3** : Customers buy products in **Category D** (48 months warranty) with a price of **RM 100** on **1st January 2020**. Items got damaged at the structural part (due to faulty manufacturing) on **31st July 2023** (10 months 1 day warranty remaining). Customers will get their reimbursement of 30% of the purchased price which is **RM 30** back.

## 5) Product Collection/Replacement process

- a) Customers make complaints to our Mamakiddies Customer Service (CS) team through online platforms (Shopee, Lazada, Website, Whatsapp) Chat services.
- b) Our CS team will respond as soon as possible and reconfirm your claim inquiries. Customers will be asked to fill in **Mamakiddies Warranty Claim Form**.
- c) Once confirmed, provide your details to our CS team for delivery booking (Only applicable for Express Warranty claim <sup>(1)</sup>)
- d) For non-Express Warranty Claim, please drop off your product(s) at our Mamakiddies (HQ) <sup>(2)</sup> or book your own delivery booking, courier of your choice (J&T, Shopee Express, Lazada express, Ninja Van, Lalamove etc). Cost of shipment will be borne by customers.
- e) Please Pack your claimable product(s) in safe & good condition before submitting the parcels to courier service. Do not alter the products in any sort of condition that may null your warranty claim. It would be best if you could record or take picture of the product(s) condition you send beforehand
- f) Once we receive the parcel, please allow our staff to check the product(s) condition and make the repair or replacement within 5-14 working days after receiving.
- g) Once your product was successfully repaired or replaced, we will notify you through the details given beforehand.
- h) Replacement of parts will only be deliver once the defective item(s) was received from our side (If Required)
- i) You may opt for product retrieval at our Mamakiddies (HQ) <sup>(3)</sup> or request for delivery through courier service (Certain fee incurred where applicable). Courier selection will be at our adjudicate.
- j) Process (C) to (G) will take approximately less than 35 days. If longer time is required due to parts unavailability or delivery issues we will notify our customers as soon as possible.

<sup>(1)</sup> **Please refer Section 3(b) - Supplier Warranty Details**

<sup>(2)</sup> **All Warranty Claim delivery must be made to our Mamakiddies (HQ) with address shown in the first page of this document**

<sup>(2)</sup> **Warranty Claim delivery made to other Mamakiddies branches will not be entertained**

<sup>(3)</sup> **For self product retrieval, customers need to book and fill their Walk In Details with our customer service team at least 2 day(s) beforehand.**

## 6) Product Warranty List

Product Warranty Category	Product Name	Warranty Duration
Massage Stool	Massage Stool (WN001)	6 Months
Massage Table	Massage Bed Wooden 2 Sections (CM011)	6 Months
	Massage Bed Wooden 3 Sections (CM001)	6 Months
	Massage Bed Aluminium (ALU03)	6 Months



WARRANTY CLAIM FORM

Name:	
Contact No.	
Address:	
Email:	
Item Name:	
Claim Reason:	
Order ID/Order No/Receipt No: **Please attach copy of receipt or proof of receipt	
Purchase/Receive Date:	
Warranty claim option:	<input type="checkbox"/> Courier delivery return <input type="checkbox"/> Walk In Return
Return Shipping Date: **For courier claim only	
Return Appointment Date & Time: **For Walk in claim Only	

Claimant Signature,

Receiving Staff Signature,

NAME:

DATE:

NAME:

DATE:

<b>FOR MAMAKIDDIES USE ONLY</b>	
Personnel Signature,	Action Taken:
_____	<input type="checkbox"/> Inspect product & cleared for usage
NAME:	<input type="checkbox"/> Repaired parts [ ]
DATE:	<input type="checkbox"/> Replaced parts [ ]
REMARKS/NOTES:	<input type="checkbox"/> Replaced new product