

WARRANTY LETTER

Products: Shower Hinge

Brand: CKS

Product	:	Shower Hinges
Model No.	:	CKS-301, CKS-302, CKS-303, CKS-304, CKS-305
Material	:	Solid Brass / Stainless Steel
Finishing	:	Bright Chrome Plated / Polished Stainless Steel / Satin Stainless Steel

Technical details:

1. Self-closing function approximately from 25° open position.
2. Suitable for 8mm to 10mm thickness glass door.
3. Width of glass door up to 750mm with a maximum weight of 45kg per 2 hinges.
4. Glass door closing gap ± 0.5% of door width subjected to proper installation.
(e.g. door width 750mm, door closing gap discrepancy ± 3.75mm)

WARRANTY OF PRODUCT	
1 to 1 product replacement on defective product.	
Mechanism: 3 years warranty or 60,000 cycles Finishing: 12 months with subjected to proper usage of cleaning agent.	
Product Installed inside Klang Valley Area	Product Installed outside Klang Valley Area
GUARANTEE ON 1ST YEAR	
<p>On-site service: Provided.</p> <p>1st year CKS will, at the sole discretion of CKS management, either CKS or Customer to install the replacement product. On-site service will take approximately 3 working days upon received of video (defective product video recording) from customer.</p> <p>Workmanship Compensation: Provided.</p> <p>RM 100 will be compensated to customer who installed the replacement product which is agreed by CKS with submission of Customer Claim Form and video that fulfil with CKS terms and conditions. (If on-site service provided, no workmanship compensation can be claim.)</p>	<p>On-site service: Not Provided.</p> <p>No on-site service will be provided for the product installed outside Klang Valley Area.</p> <p>Workmanship Compensation: Provided.</p> <p>RM 100 will be compensated to customer who install the replacement product which is agreed by CKS with submission of Customer Claim Form and video that fulfil with CKS terms and conditions.</p>
GUARANTEE ON 2ND & 3RD YEAR	
<p>CKS will provide replacement product without the RM 100 compensation as defined above for guarantee on 1st year. (All the above warranty and guarantee subject to term and condition herein.)</p>	

Terms and conditions:

1. The terms & conditions of the product warranty effective from 16th July 2018.
2. The warranty period commence from the date of product purchase.
3. This warranty does not cover problems cause of inappropriately installation and usage of product.
4. In the event that the goods are faulty, a recording of video on the function of the faulty product is compulsory. Contact CKS sale representative before dismantling the faulty product.
5. Claim process – Submit customer claim form attached with faulty product video – compulsory.
Video 1: before faulty product dismantles. Video 2: After replacement product installed.
6. Warranty does not cover any glass breakage during installation.
7. CKS will take back the product for testing, and if testing result showed that it is not the problem of the product itself, CKS will not compensate for the workmanship compensation. In this case, CKS may charge on the labor cost of RM100 if CKS attended the on-site service.
8. The compensation is applicable for the CKS brand product only. If replacement with others brand, compensation of RM 100 will not be applied.
9. CKS will not reimburse any other costs arising from the replacement installation other than the compensation as provided above.
10. The warranty period will expire automatically even if the product has not been fully used or installed during the warranty period.
11. CKS Glass Hardware Sdn Bhd reserved the right to vary and amend any of the above terms and condition without prior notice.