

Magnet Local Dealer Policy Rev. 06 (01 July 2020)

Thanks for supporting Magnet products. We are confident that we will have a long term “Win-Win-Win” and fruitful business relationship with your company. The followings are just some standard terms and conditions that need to be fulfilled in order to receive our best product dealer price and service. This mutual understanding is important to ensure our smooth business relationship for days to come.

1. Product order and Payment

- 1.1. We encourage dealer to make pre-order goods in order to avoid long waiting time by walk in, allow times for our store team to prepare and test according to your pre-order items.
- 1.2. For goods which are self collected at our office/ warehouse, Cash/ credit card payment is accepted for immediate goods collection. For cheque / online fund transfer payment, goods can be collected after payment is well received. Interbank giro transfer may take 2-3 working days to process. For urgent order, please make instant fund transfer.
- 1.3. For goods that require shipping within Klang Valley or Outstation , delivery can be arranged after payment clearance.
- 1.4. All goods sold are considered as final sales and not returnable and exchangeable.

2. Technical support

- 2.1. We valued your time, through new support service i-Magnet Cares, our technical support team will try their best to solve dealer problem during site installation and maintenance service within shortest time possible in order to provide peace of mind for using our product.
- 2.2. Our technical support services include following:
 - 2.1.1.1. Answer and assist all technical issues facing by dealer during site installation and implementation.
 - 2.1.1.2. Dealer is encouraged to schedule a product training in our office before installation.
 - 2.1.1.3. Project consultation is available for system and wiring method upon request.
- 2.3. 2.3 Our technical support team is well trained and ready to serve you. Dealer can visit our office, call us or email to us within office hours for any technical support required.
- 2.4. 2.4 Our technical support does not cover out-of-office and on-site visit to end user. However dealer can request our on-site support service if the technical issue cannot be solve through phone support. On-site support fees for Testing & Commissioning (T&C) will be chargeable and quoted to dealer depend on scope of work and location.
- 2.5. On-site support T&C job scope only includes testing, hardware setting, trouble shooting, install software and train end user to handover the system. Job scope does not include installation or any cabling work. Installation and wiring job must be completed before engaging our technician to site for T&C.
- 2.6. Dealer is expected to have installation experience and able to install the product by own self. Dealer is able to perform basic programming, servicing and maintenance of our product.
- 2.7. Any product or technical training require can make appointment with our sales person two days before the date request. This helps us well manage for every dealer appointment.
- 2.8. For more detail, catalog, installation guide and technical specification are available for download in our website www.magnet.com.my.

3 Delivery

- 3.1 Price quoted is based on ex-factory (ex-works) at our office Pandan Jaya, KL, Malaysia. Shipping cost and installation are NOT included.
- 3.2 For local dealer from Kuala Lumpur and Selangor, goods can be self collected from our office at Kuala Lumpur.
- 3.3 For outstation dealer, goods can be arranged via lorry transport or courier service on next day delivery subject to the order is placed one day before. This is not applicable for product that require functional testing such as barrier gate and pedestrian gate.
- 3.4 Delivery is also subject to availability of stock. Certain lead time is applicable depending on types of products. Please kindly confirm lead time with our sales person prior to order. We shall not be held liable for any penalty or loss due to our inability to deliver the goods within intended time frame. We shall have the rights to deliver goods in installment once stock is available.
- 3.5 We shall not be held for any penalty or compensation claim due to delay of goods delivery. Although most shipping company will try their best to deliver the goods, but customer is advised to allow more buffer time to accommodate any possible delay in shipping.
- 3.6 All shipments are made ex-works at our shipping point unless otherwise specified. Dealer shall assume all risks of damage or loss of goods during shipping process. We shall not be held liable for goods damaged by forwarder/courier/transport service. It is dealer's responsibility to contact the carrier service for the damage/loss claim immediately. Dealer is advised to purchase insurance for risk of loss or damage in shipping (product value RM100 or above). Most courier service allow claim at RM200 or below in case of lost or damaged goods.

3. General Warranty Coverage

- 4.1 We cover 2 years product warranty solely for manufacturing defects (from invoice date) affixed with our warranty sticker exclude battery products. We will be at the sole option either to repair or replace with a new or refurbished product. The warranty does not cover damages resulting from (warranty void):
 - a. Normal wear and tear
 - b. Use other than in accordance with the operation manual
 - c. Neglect, tamper, misuse, or improper handling of product
 - d. Improper wiring, installation or settings of product
 - e. Third party ancillary equipment which is used in conjunction with the product
 - f. Abnormal voltage or usage of generator (e.g. reversed power connection or electrical surge)
 - g. Unauthorized disassembly, services repair, alteration or modification.
 - h. Lightning strikes, incoming over voltage, flood, fire, natural disaster, pollution or act of God.
- 4.2 All power adapter and battery products are limited to 3 months warranty against manufacturing defects. Warranty does not cover failure due to lightning strike or over discharged battery.
- 4.3 Warranty doesnot cover any damage compensation at end customer site that is caused by our product equipment. For example, scratches or dimple on vehicle caused by auto gate system.
- 4.4 Our product will be affixed with warranty sticker as an indicator for warranty period. Warranty void if the warranty sticker is torn.
- 4.5 Faulty product is required to be sent back to our Warranty Department to perform checking. Dealer will be informed status with service report.
- 4.6 For outstation dealer, faulty product within warranty period shall be posted to Magnet Warranty Department on dealer's expense. Product after repair will be returned back to dealer using our typical normal shipping method.
- 4.7 For over warranty product, repairing fees will be quoted along with service report after our evaluation. Our warranty team will only proceed repair after dealer chop & sign back service report sheet. Outstation dealer may self arrange own courier service account or transport to pick up serviced product.
- 4.8 For local dealer within KL/Selangor, faulty product can be dropped off and self collected at our office directly.

- 4.9 Dealer is suggested to keep additional stock for urgent immediate replacement to end customers in the event of product failure. This will be a value added service provided by dealer. Faulty product must be sent back to us before we make any repairing or replacement.
- 4.10 Weather proof equipment which its circuit board covered by epoxy paint is limited to 3 month warranty. Damaged equipment cannot be repaired.
- 4.11 Company reserves the right to approve/reject warranty claim if the faulty does not fall under manufacturing defect warranty or the product has not been proven defective.

5. Important remark that dealer must know about Surge Protector Device (SPD) usage:

- 5.1 Equipment installed in outdoor area has high risk of being damaged by lightning surge, therefore it is important to install SPD device correctly for optimal protection. Suitable SPD and correct EARTH connection, the risk can be greatly reduced.
- 5.2 Please note that SPD is only suitable for lightning surge induced onto the external cables. Equipment and surge protector can still be damaged if the lightning surge exceeds the magnitude and speed supported by SPD. If the lightning discharges directly to the roof top or the nearby premises, then there is a high possibility for the SPD and the equipment to be damaged.
- 5.3 Surge protector is a “safeguard” to the equipments”, but “not a guaranteed 100% resistant against any damages caused by lightning surge”. Equipments which are damaged from lightning surge are not covered under our warranty policy.
- 5.4 Equipment that has encountered previous surge is still susceptible to damage as they may have suffered internal degradation. Therefore surge damaged equipment that has been repaired might not able to resume original performance and functionality.

Magnet reserves the right to amend warranty policy from time to time and update into our company website at <http://www.magnet.com.my/dealer/policy/LocalDealerPolicy.pdf>. Dealers shall read, understand and accept our dealer policy before placing order from us, this is to avoid any future disputes. We hope you enjoy purchase with us and thank you for your trust on our products.

Yours Sincerely,

Management

MAGNET Security & Automation Sdn. Bhd.

WWW.MAGNET.COM.MY

“Complete solution from a single supplier”