

WARRANTY POLICY

OMRON STANDARD WARRANTY TERMS & CONDITIONS

1. All OMRON products must be purchased from an authorized OMRON retailer in Myanmar. Please keep your proof of purchase to validate your warranty. Below terms and conditions are applicable to products with a standard OMRON Warranty ("Warranty") purchased directly or indirectly through Omron's authorized distributor(s) in Myanmar ("Authorized Distributor(s)"). OMRON reserves the right to modify, amend and update this Warranty at any time and such modifications, amendments and updates shall become effective immediately upon posting on OMRON's website.
2. OMRON warrants that your OMRON product does not have defects in materials and workmanship during the warranty period set out in Clause 7 ("Warranty Period"). During the Warranty Period (under normal use, OMRON will, at its sole discretion, replace or repair the defective part(s) free of charge through the Authorized Distributor(s) handling the relevant product. Parts or materials which are subjected to normal wear and tear are not covered by this Warranty.
3. This Warranty is offered by Authorized Distributor, to the purchaser (hereinafter the "Customer") of an applicable OMRON Product ("Product") and is only valid in the country of original purchase (Myanmar) from authorized retailers.
4. The Customer has to complete the Warranty registration online at <https://www.omronhealthcare-ap.com/mm/warranty> within (10) days after purchase. The warranty registration confirmation email/SMS or copy of receipt must be presented with the Product to the OMRON's Authorized Service Centre ("Service Centre") through Authorized Distributor at point of servicing request within the Warranty Period. Original or copy of Purchase Receipt and warranty card MAY BE REQUESTED for verification during Service/Repair. Authorized Distributor(s) is not obliged to honour any Warranty if the Customer fails to meet the requirements above.
For the avoidance of doubt, a successful Warranty registration shall not be construed as confirmation of the Customer's eligibility for the Warranty. The Customer shall not be entitled to the Warranty if any of the events mentioned in Clause 10 arises (including not purchasing the Product from an authorized retailer).
5. This Warranty can only be redeemed at the Service Centre or selected retail stores. The address and contact details of the Centre are provided below. The Customer acknowledges and agrees that OMRON is unable to provide onsite servicing. Collection of ALL repaired/serviced Products must be done at the Centre or retail stores that Customer has sent to, unless otherwise agreed by OMRON. If the repaired/serviced Product is not picked up by the Customer within 60 days from the service completion date, OMRON reserves the right to dispose of such product at its discretion through its Authorized Distributor(s).
6. OMRON reserves the right to reject warranty that contains incomplete and/or incorrect warranty information.
7. The warranty is a value-add service, offered by OMRON that begins on the first day of purchase for a minimum period stipulated below:

a) Blood Pressure Monitor

Models	Base Year Warranty (for all) from 1st November 2023 onwards	Additional Years when customers register their Warranty from 1st November 2023 onwards	*Total Warranty Period from 1st November 2023 onwards
Automatic Blood Pressure Monitor (Bluetooth Models)	3 Years from date of purchase	3 Years	6 Years from date of purchase
Automatic Blood Pressure Monitor (non-Bluetooth Models)	3 Years from date of purchase	2 Years	5 Years from date of purchase

For the avoidance of doubt, Customers who purchased any blood pressure monitor before 1 November 2023 will continue to enjoy 5-year Warranty from the date of purchase.

b) Other products

Product	Warranty Period*
Nebulizer	1 Year
Thermometer	1 Year
Pulse Massager (TENS)	1 Year
Pedometer	1 Year
All Other OMRON Products (Exclude accessories & optional parts)	1 Year

*In the event of any dispute, Omron shall, in its absolute discretion, determine the date of commencement of the Warranty Period, and such determination shall be conclusive.

9. The Warranty is not transferable, negotiable or assignable to any third party.
10. The Warranty covers materials and workmanship defects except for the following exclusions:

Exclusions from coverage:

- a) Products still covered under any other warranties in effect;
- b) Damage to the outer case and defects caused by misuse, negligence and accident;
- c) Damage caused by use of the Product contrary to the instruction manual;
- d) Damage to the Arm Cuff set and inflation Bulb set of Blood Pressure Monitor due to normal wear and tear;

- e) Optional Parts defects do not apply to standard wear and tear issues similar, and not limited to, stains from any liquids, gels or transferable items, marks from frequent usage, poor storage conditions and/or scratches/abrasions from external bodies/items;
 - f) Consumable items used in or with the Product such as (but not limited to) batteries, filters and gel pads;
 - g) Damage caused by battery leakage;
 - h) User-performed routine maintenance and cleaning as indicated in the operating/instruction manual;
 - i) Damage caused by modifications, repairs, or any work made to the Product by anyone not authorized by Omron;
 - j) Damage to any Product which has its serial number altered, removed or defaced;
 - k) External faults such as wiring and electrical connection or defects from using wrong electrical supply;
 - l) Accidental or intentional physical damage or damage caused by poor storage conditions;
 - m) Damage as a result of natural disasters, civil unrest, fire, theft, spilled liquids, corrosion, environmental elements, animal or insect infestation;
 - n) Commercial use (multi-user organizations), public rental, use for profit or communal use for multi- family housing;
 - o) Diagnosis where no defect has been found or noted; and/or
 - p) Products purchased from unauthorized suppliers (including without limitation, unauthorized retailers and unauthorized internet resellers) within and/or outside Myanmar.
11. To the extent allowed by the applicable local law, the remedies in this Warranty are the Customer's sole and exclusive remedies. Under no circumstances shall the Warranty coverage extend to any loss or injury to a person or loss damage to property or any incidental, contingent, special or consequential damages or any direct or indirect loss. No implied warranty, including that of satisfactory or merchantable quality or fitness for a particular purpose, applies to the Product after the Warranty Period. No other warranties (express or implied) or guarantee given by any other party in respect of the Product shall bind OMRON.
12. OMRON has the sole discretion to repair or to replace a Product of equivalent quality and specifications in the event of Product malfunction during the Warranty Period.
13. If the Product is replaced/repared, products repaired or replaced is only warranted for the remainder of the original warranty coverage period. The product with the original Warranty will then become the property of OMRON (if replacement is accepted by the customer).
14. If identical Products are not available at the time of replacement, OMRON reserves the right to substitute comparable products or models and does not guarantee that the replacement will match

the existing or original Product.

15. The total value of all repairs and/or replacements made during the Warranty Period shall not exceed the total purchase price paid for the Product. All decisions made by OMRON through the Authorized Distributor(s) in respect of servicing of the product (including repairs or replacements of products or parts) or Warranty eligibility shall be conclusive and the Customer agrees to be bound by such decisions.
16. A Product service fee and spare parts costs (if any is required for repairs) will be charged to any Product repairs/maintenance/servicing if the Product is no longer under any Warranty or if Warranty is inapplicable. The 30-Day User Verification Period (“UVP”) is a period automatically provided (after repairs by the Authorised Distributor(s)) for products WITHOUT any Warranty. Customers can use this UVP to observe their product after repair. Any defects, within this 30-day UVP, for the same product, the said Authorised Distributor(s) will repair for free. For Product that malfunctions at the last 30 days of their Warranty Period, the UVP will also be provided.
17. Under normal circumstances, Authorized Distributor(s) will service or repair the product where feasible, within 12 working days upon the unit arrived at Service Center. If additional time is required, OMRON through Authorized Distributor(s) will notify the Customer promptly.
18. The Authorized Distributor(s) is not affiliated with OMRON in any capacity other than as a distributor and service provider of OMRON products and has no authority to bind OMRON or modify the Warranty or these terms and conditions.
19. This Warranty shall be governed by and construed in accordance with the laws of Myanmar.

20. Contact Details of Service Centre:

အမှတ်(13) သစ္စာလမ်း DKSH (Myanmar) Ltd.

ရန်ကင်းမြို့နယ်

တယ်လီဖုန်း: 09 444 438 160 , 09 444 438 161, 09 444 438 162 , 09 444 438 163

အလုပ်ချိန်: Monday to Friday (မနက် 9နာရီမှ ညနေ 5နာရီထိ) အနီးဆုံးကားမှတ်တိုင် - မိုးကောင်းမှတ်တိုင်.

Before contacting the Service Centre, OMRON recommends the Customer to read the troubleshooting section in the instruction manual of the Product. This section describes error indicators and common troubleshooting tips that may assist the Customer in using the Product.