

Delivery & Warranty

Delivery Policy

Mediklean will use Third Party Couriers and Postal Services to deliver your purchases. The cost of delivery by these third parties (including any government taxes and duty) will be charged to your account or credit card.

What happens if my product is faulty?

Mediklean takes extreme care in ensuring our goods are of the highest quality. However, if for any reason you find a fault with one of our products, we would like to help you resolve the problem. Please contact our Customer Service team by email information@mediklean.com.

Warranty Policy

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| <p>WARRANTY: Mediklean Model Number: 3 IN 1, is guaranteed as follows: Warranty period: The warranty period is twelve (12) months parts and labor from the date of purchase.</p> |
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Purchases's Statutory Rights:

The warranty terms set out below do not exclude any conditions or warranties which may be mandatorily implied by law.

Extract of Terms of Delivery and Sale:

Warranty of products marketed by Mediklean Singapore Pte Ltd are herein referred to as Mediklean.

A). Mediklean warrants that this product marketed is free from faults and defects and having the specified qualities according to the respective state of technology. Notwithstanding that the products may have been sold by description or sample the products shall be accepted by the Buyer even through alterations in design or construction have been generally introduced between the date or contract and the delivery of the products.

B). The Warranty shall be limited to the replacement or repair at the option of Mediklean of any defective products and of such parts of Mediklean's product as have been

damaged in consequence of the defect despite proper treatment. Parts replaced will not be returned.

C). I) Repairs and maintenance shall not extend the warranty period of the appliance

C). II) If the Product is located outside of the Service agent's area, the consumer shall be responsible for the service agent's travel costs, and if necessary the expenses of freight, packing and charges of a similar nature.

Without limiting the generality of these terms of delivery, this warranty shall not apply to products sold in the following cases.

- i) if the product sold are repaired or altered by any third party without Mediklean's consent.
- ii) where parts not manufactured or sold by Mediklean are used in and replacement or repair.
- iii) if products are not used with proper care and for the purpose for which they are sold and in accordance with any specified instructions for use and regular maintenance.
- iv) if changes occur in the condition or operational qualities of the product due to incorrect storage or mounting or due to climatic or other influences
- v) In respect of faulty construction or defects due to the use of unsuitable materials if such method of construction or use of material has been specified by the Buyer or the Installer.
- vii) in respect of the replacement of parts when such replacements are part of the normal maintenance, service or normal wear and tear.
- vii) in respect that the contents of the replacement disinfectant cartridge is used and empty.
- viii) in respect that the machine has been damaged by vandalism, transit, weather, electrical outages and power surges or plumbing blockages due to food residue or water salinity and sediment.

No servant or authorized agent has the authority to add to or alter the terms of this warranty.

PLEASE NOTE: If a service call is requested and it is found that it is not a manufacturing fault, you may be charged for the call even during the warranty period.

What is covered The repair or replacement of your Mediklean model 3 IN 1

If the machine is found to be defective due to faulty materials, workmanship or function, within 1 year of purchase (if any part is no longer available or out of manufacture, Mediklean will replace it with a functional replacement part).

What is not covered

Mediklean shall not be liable for costs of repair or replacement of a product incurred as a result of :

- Normal wear and tear
- Damaged due to installation
- Blockages
- Use of machine for anything other than normal cleaning of human hands
- Use of parts, not assembled or installed in accordance with the instructions of Mediklean.
- Damage from external uses such as vandalism, transit, weather, electrical outages and power surges and plumbing blockages.
- Failure caused by circumstances outside Mediklean's control.
- Repairs or alterations carried out by parties other than Mediklean or its authorized agent.

If you are in any doubt as to what is covered by your guarantee, please call the Mediklean Customer Care Helpline by email information@mediklean.com.

Servicing and Maintenance:

General maintenance information can be found in the "Installation Manual" located on Mediklean's website under the heading "TECHNICAL" and can be downloaded as a .pdf file..

For Servicing, please check the "Installation Manual" before emailing the Customer Service Centre at the following email address information@mediklean.com.

Legal Disputes: Any legal disputes arising from the use or misuse of this machine shall be resolved in the Court of Singapore under Singapore Law.