

# ONLINE WARRANTY REGISTRATION

## TERMS AND CONDITIONS FOR WARRANTY

1. Register your purchase at [www.mamours.com.my/warranty](http://www.mamours.com.my/warranty) within 30 days of the date of purchase. Please note that products which are not registered in accordance with the terms and conditions herein, without valid proof of purchase, shall be deemed to be outside the cover of this warranty. A digital copy of proof of purchase (receipt) must be uploaded to support the purchase of the product.

2. All hardware including stroller and car seat will be covered for a warranty period of 12 months / 24 months / 36 months or lifetime, from defects in materials and workmanship subject to the completion of online warranty registration.

3. The table below indicates the applicable warranty period commencing from the date of purchase / delivery for the product under normal use only.

No	Brand	Warranty Period
1	Quinny	Lifetime
2	Maxi Cosi Europe	Lifetime
3	Maxi-Cosi USA	36 months
4	Peg Perego	36 months
5	Safety 1 <sup>st</sup>	24 months
6	Mima	24 months
7	Cosco	12 months

4. Quinny's lifetime warranty :

- Only applicable for all Quinny items purchased with effective from 30 March 2017.
- Quinny items purchased before the abovementioned date will be covered for 24 or 36 months according to the standard warranty provision at the time of purchase.
- The lifetime warranty of Quinny does not cover hand-me-downs, nor secondary purchase of the pushchair/stroller. The original purchaser, or in the case of a gift, the recipient of the stroller, can register the product online to obtain the lifetime warranty in her/his name.
- The warranty coverage is recognized only by the local authorized distributor (\*) at the country where the product is purchased from, for first user and his/her children.

5. Maxi-Cosi's lifetime warranty :

- Only applicable for Maxi-Cosi Europe's models purchased with effective from 30 June 2018.
- The warranty coverage is recognized only by the local authorized distributor (\*) at the country where the product is purchased from, for first user and covers only defective materials or workmanship from the date of purchase until the expiration date of the product.

6. Maxi-Cosi Europe's models purchased before the abovementioned date will be covered for 24 or 36 months according to the standard warranty provision at the time of purchase.

7. 3 years warranty for Maxi-Cosi US's models, Safety 1<sup>st</sup> & Peg-Perego :-  
1<sup>st</sup> and 2<sup>nd</sup> year of coverage by manufacturer ; 3<sup>rd</sup> year of coverage by local authorized distributor – Serimep (M) Sdn Bhd (\*).

8. 2 years warranty for Mima Zigi

9. 1 year warranty for Cosco.

10. The purchaser/ user must register their purchased product at [www.mamours.com.my/warranty](http://www.mamours.com.my/warranty) within 30 days of the date of purchase to be eligibility of warranty.

11. Products purchased from retailers or dealers that without warranty card, invoice or valid serial numbers are considered unauthorized. Products purchased from unauthorized retailers are also considered unauthorized. No Warranty applies to these products since the authenticity of these products cannot be ascertained.

12. The warranty programme covers any manufacturing defects in materials and workmanship when used in normal conditions and in accordance with our user manuals. If the product ever fails due to a manufacturing defect, the product will be repaired without charge or a spare part will be made available to you or replace product if repair or replacement is impossible.

13. The warranty program does not apply to damage caused by normal wear and tear, accidents, abusive use, negligence or the consequence of failing to comply with the user manual. Examples of normal wear and tear include wheels and fabric worn down by regular use and the natural breakdown of colours and materials over extended time and use. Repairs do not give entitlement to extension of the Warranty.

Rips, tears, burns and holes resulting from daily use are not covered under the terms of the warranty. We understand that even the best cared-for product can meet with an unforeseen or unexplained accident. If your product becomes damaged and this damage is not covered by the warranty, we can repair it or supply a spare part at a reasonable charge.

No warranty applies to products if the product is stolen or if any label or identification number has been removed from the product or has been changed.

No warranty applies to products if the authenticity of the products cannot be ascertained.

The warranty does not cover damage caused by repairs or modifications carried out by unauthorised technicians or retailers, replacement of any parts subject to wear during normal use, wrong installation and non-conforming electrical systems (applicable for electrical item)

14. Serimep (M) Sdn Bhd as the local authorized sole distributor, will do final validation on actual product upon the warranty claim request. The original valid invoice must be presented during the warranty claim request in order to assure the authenticity of the product.

15. The above stated warranty provision period are valid only for new stock. We shall reserve the right to vary the warranty coverage for purchase of floor display or open unit.

16. We reserve the right to impose charges for services on the product which are outside the cover of the warranty. We also reserve the right to decline to provide service where the product is obsolete, no longer deemed serviceable or replaceable for any reason. Products after servicing or inspections must be collected within three (3) months from the date of notification.

17. We shall reserve the right to vary, modify or change the terms and conditions herein due to change(s) in availability of services, products and/or spare parts or for the purposes of complying with applicable policies, rules and regulations.

18. Upon valid claim under this warranty, you are required to return your product to our Customer Service Center located at No 23, Jalan SS26 / 15, Taman Mayang Jaya, 47301 Petaling Jaya, Selangor, Malaysia. Operation hour : 9.00 am to 6.00 pm (Monday to Friday only, except public holiday).

19. Shipping of the product is at the responsibility of the owner and at the owner's cost.

20. In accordance to our principal global website :-

"Should problems or defects arise, your first point of contact is the local authorized distributor (\*) or retailer recognized by us".

"Rights of the consumer :

A consumer has legal rights pursuant to applicable consumer legislation, which may vary from country to country. The rights of the consumer under applicable national legislation are not affected by this warranty."