



Car Seat Swap service

All information obtained in this form is strictly confidential and for internal use only.
Please complete all fields and attach all other required documentations as outlined below.

Complete one form per involved car seat. Completed form must be received by Serimep (M) Sdn Bhd within **14 days** of the road accident. Please read our terms and conditions before completing this form.

Date of Application : _____ Date of Accident : _____

PERSONAL DETAILS

PARENT

Name : _____

Address : _____

Mobile No : _____ House No : _____ Office No : _____

Email : _____

Name as per warranty registration (if different from above) : _____

NRIC/ passport : _____ Contact : _____

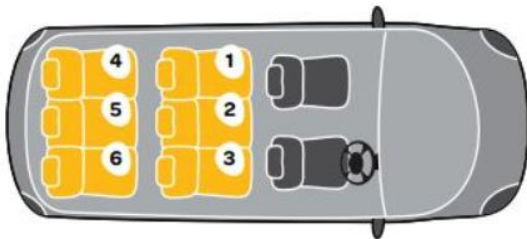
CHILD

Name : _____ Date of Birth : _____

Height (cm) : _____ Weight (kg) : _____

VEHICLE DETAILS

Please select the position of your child in their car seat in the car.



Position 1	: <input type="checkbox"/>	Position 4	: <input type="checkbox"/>
Position 2	: <input type="checkbox"/>	Position 5	: <input type="checkbox"/>
Position 3	: <input type="checkbox"/>	Position 6	: <input type="checkbox"/>

Vehicle brand : _____ Model : _____ Year : _____

CAR SEAT INFORMATION

Installation of car seat in the vehicle :

Fitted Professionally Not Fitted Professionally ISOFIX + Top Tether Car Seat Belt

Position of the car seat in the vehicle :

Rearward Facing Forward Facing

Purchase New / Second hand :

New Second hand

Car Seat Model : _____ Colour : _____ Production date of the car seat : _____

SERIMEP (M) SDN BHD (395718-H)

23 JALAN SS26 / 15, TAMAN MAYANG JAYA, 47301 PETALING JAYA, SELANGOR

Tel : 603 7803 5523 Fax : 603 7803 5323

Email : info@serimep.com.my

Website : www.mamours.com.my



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REQUIRED DOCUMENTATIONS

- Police report. Only police reports that mention the use of child safety seat during the accident is deemed qualified.
- Photo of the inside car showing the installation of car seat
- Photo of the car seat after the accident (with visible damage if any)
- Photo of the car with visible damage after the accident

Terms & Conditions:

- I. The Maxi-Cosi Car Seat Swap Service is a voluntary service operated at the sole discretion of Serimep (M) Sdn Bhd, the authorized distributor of Maxi-Cosi Malaysia. Serimep (M) Sdn Bhd reserves the right to change, alter, cancel or amend any guidelines to this service for any reason without notice or obligation and may be changed from time to time without further notice. Serimep (M) Sdn Bhd also reserves the right to immediately suspend or terminate Maxi-Cosi Car Seat Swap Service at any time without prior notice or reason.
- II. The Car Seat Swap Service cannot be used in conjunction with an insurance claim.
- III. The Car Seat Swap Service does not apply to Maxi-Cosi seats used for commercial purposes.
- IV. Completed form must be submitted to Serimep (M) Sdn Bhd within 14 days of the accident. Form received after this period will not be considered.
SERIMEP (M) SDN BHD
No 23, Jalan SDS26 /15, Jalan SS26/ 15, Taman Mayang Jaya, 47301 Petaling Jaya, Selangor
Tel : 603 7803 5523 Fax : 603. 7803 5323 Email : info@serimep.com.my
- V. The application process takes 7 working days.
- VI. Serimep (M) Sdn Bhd shall contact customer via email / phone call when the application has been approved and new Maxi-Cosi seat is ready for collection. Serimep (M) Sdn Bhd shall replace the same model of Maxi-Cosi seat as per the reported seat. Unless the model as per the reported seat is out of stock or discontinued production, then Serimep (M) Sdn Bhd reserved the right to replace with any other comparable Maxi-Cosi seat.
- VII. Upon completing this application, submitted documents and images remain the property of Serimep (M) Sdn Bhd and can be used for purposes including but not limited to customer service, sales and marketing, operations and continuous improvement.
- VIII. The Car Seat Swap Service is voluntary and no financial reimbursement is offered or implied. Choice of Maxi-Cosi seat replacement will be at the sole discretion of Serimep (M) Sdn Bhd.
- IX. Only the original purchaser who has registered Maxi-Cosi lifetime warranty via online at www.mamours.com.my/warranty upon their purchase are eligible for this service. Maxi-Cosi lifetime warranty covers defective materials or workmanship from the date of original purchase until the expiration date of the product.
- X. Upon review of the crash condition and all requested documents, Serimep (M) Sdn Bhd will determine if an exchange is warranted based on the service criteria.
- XI. The Maxi-Cosi Car Seat Swap Service is limited to only one time entitlement, throughout the warranty period.
- XII. Customer has to bear the cost of postage if delivery is required.
- XIII. The reported seats are required to be returned to Serimep (M) Sdn Bhd upon the collection of new Maxi-Cosi seats.
- XIV. Serimep (M) Sdn Bhd reserves the right to reject any application with incomplete, unknown or unqualified information.
- XV. Serimep (M) Sdn Bhd reserves the right to reject any application that is proved with incorrect position / improper child seat installation.

By signing this document, I acknowledge that I have read and understand the information provided.

Signature : _____ Date : _____
Name : _____ NRIC/ Passport : _____

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