

Brunei International Warranty Terms & Conditions

1. General

- Brunei international warranty rendered by novita SG Pte Ltd ("novita SG"), shall be in a manner consistent and in compliance to the Terms and Conditions of novita SG standard warranty.
- Please retain the original purchase receipt for verification purposes when required.
- Brunei international warranty services may take a longer downtime, subjected to the job complexity.
- Standard product installation service is not included in Brunei international warranty.
- All information is accurate at the point of published. novita SG reserves all rights to amend the terms & conditions without prior notice.

2. Brunei International Warranty Service

Warranty holder who needs to receive service support outside of Singapore may follow the steps below:

- Drop us an email at brunei@novita.com.sg or WhatsApp/SMS our customer care hotline +65 8182 7665 for any product enquiry/technical issues. Operating hours: Monday to Friday 9.00 am to 5.45 pm.
- novita SG's friendly customer care personnel will provide troubleshooting tips to try and resolve issues over email or telephone.
- In the event that the product only requires simple spare part replacement, novita customer care personnel will arrange to dispatch the necessary spare parts for warranty holder's self-replacement and be responsible for the related shipping fees incurred.
- Should the product require repair/servicing, the warranty holder will bear the transportation fee, associated taxes, charges and related fees incurred for the product to reach novita SG Customer Care Centre at "8 Tagore Drive #04-00 Singapore 787624" for authorized service technician assessment.
- Once repair/servicing is completed, novita SG customer care personnel will contact the warranty holder and arrange to send the unit back to them. All return transportation fee, associated taxes, charges and related fees incurred will be borne by the warranty holder.

3. Brunei International Warranty Coverage

- The Brunei international warranty is only applicable if all of the following conditions are met.
 - The product is purchased from novita eStore at estore.novita.com.sg/brunei-special.
 - The product is assembled and used outside Singapore, based or living in Brunei.
 - The Brunei international warranty holder has submitted the standard 1-year e-Warranty application via novita.com.sg/warranty.
- The products and all parts (inclusive of filters) thereof are hereby guaranteed to be free from manufacturing defects.
- Brunei international warranty is valid for appliance installed and used in Brunei only for the period of 12 months on all parts commencing from the date of original purchase.
- novita SG may provide the Brunei international warranty service limited to the repair or replacement of any parts (excluding consumable parts, filters and accessories) exhausted through usage which proves to be defective within the Brunei international warranty period.
- In the event that the product is out of stock, obsolete or beyond repair, novita SG reserves all rights to replace the product with another similar value as deemed appropriate subject to availability.

4. Exclusion of Brunei International Warranty Coverage

- Warranty is invalid if the serial number on the product has been altered, defaced or removed.
- Brunei international warranty does not cover damages and/or defects resulting from:
 - Accidents, abuse, misuse, improper installation, wrong electrical supply/voltage or any manner of tempering.
 - Usage not in accordance with the operation instruction booklet.
 - Usage of filter, accompanying equipment, solutions and/or liquids from unknown sources.
 - Normal usage, wear and tear or stains.
 - Any unauthorised repair, alteration or modification or maintenance of the product made to the product.
 - Malfunction and losses caused by act of god including without limitation, earthquake, volcanic eruptions, tsunami and lightning.
 - Damage or loss caused by wilfully, recklessly or negligence.
- Brunei international warranty does not cover imperfect finishing and does not materially impair the function of the product.

- Onsite product assessment service and temporary loan set service will not be provided under Brunei international warranty coverage.
- novita SG assumes no liability for the use of the product with a water source otherwise stated in the operating instructions booklet. It is beyond the company to determine the proper equipment necessary to meet your requirement, and do not authorize others to assume such obligation, explicitly and implicitly, for the company as the quality of water and water usage rate may vary from time to time and location to location.

5. Liability

- Brunei international warranty holder will be liable to comply with all applicable import and export laws and regulations and be responsible for all shipping, handling charges, custom duties, V.A.T. and other associated taxes and charges incurred to deliver the product to and from novita SG Customer Care Centre.
- For novita SG products that need to be sent to Singapore for repair/servicing and to be delivered back to warranty holder, novita SG will not be liable for any shipping, delivery, associated taxes, charges and related fees incurred, and it will be strictly under the warranty holder's liability.
- novita SG will not be liable for any damage caused en route to novita SG Customer Care Centre. Any damage caused in transit must be claimed back to the shipping provider.
- In no event, shall novita SG be liable to the warranty holder for any consequential damage or loss including, without limitation, injury to person or property and loss of use of the products.
- In no event, shall novita SG be liable for consequence of usage of the product with foreign & unknown origin of water sources. novita SG water purification products are meant for use in municipally treated water but not water that is microbiologically unsafe and unknown. Individual requiring water of certain microbiological standard should consult the advice of their doctors or practitioners in regard to the usage of the novita SG water purification products.

6. Personal Data Protection

- The warranty holder understands and agrees that the warranty holder's personal data may be collected, used and/or disclosed in accordance with novita SG's privacy policy.
- Please be assured novita SG does not share your information with third parties.