

PRODUCT WARRANTY POLICY (“PWP”) updated as of 21 November 2022

A. GENERAL

1. This PWP may be updated from time to time at Diverse Supply Chain Sdn. Bhd. (“us” or “we”) sole discretion and any changes shall apply such prospectively. This PWP shall be read together with the General Terms and Conditions of Diverse Supply Chain Sdn. Bhd. signed by the original purchaser (“you” or “your”) and shall apply from the date of such signature, where such date is deemed to be the purchase date.
2. This PWP covers only Keenon Robots purchased in Malaysia from Diverse Supply Chain Sdn. Bhd. or our authorised sub-distributors and shall only be available during the various warranty periods, which are computed from the installation date, such date is deemed to be the date we installed and configured the Keenon Robots at your business premise.
3. The PWP is our warranty to you that your Keenon Robots are free from defects under normal use and service in the components and warranty periods (calculated from the installation date) specified in Section B below.

B. ITEMS COVERED UNDER PWP

Reason For Warranty	Warranty Period	Keenon Robots coverage
Defects not caused by human intervention (including direct or indirect intervention by the purchaser’s employees, customers, and business partners) that is discovered from the installation date	within 7 days from the installation date	return, exchange, or repair
	within 15 days from the installation date	exchange or repair
	15 days from the installation date to 2 years from the installation date	free maintenance



Warranty Period	Consumable Components Covered
15 days from the installation date to 2 years from the installation date	Charging Pile
15 days from the installation date to 6 months from the installation date	Omni-directional wheel Power adapter

C. SERVICE CENTRE AND APPOINTMENT

4. Our services to return, exchange, or repair your Keenon Robots will be available on any business day (excluding Saturday, Sunday or a public holiday gazetted by the Malaysia government and the Selangor state), from 10.00am to 7.00pm, at our service centre at E-5 - Ground Floor, Detached office at Empire Damansara, Damansara Perdana, 47820 Petaling Jaya, Selangor.
5. You are advised to make a prior appointment *via* our customer service or email us at support@keenonmalaysia.com to book our engineers for on-site service, which our out-of-pocket expenses applies at our discretion.

D. CARRY-IN REQUESTS

6. Costs to transport your Keenon Robot to our customer service centre for service will not be borne by us. If certain repairs cannot be completed on site due to health and safety or environmental and/or technical requirements, the reasonable cost of shipping and/or shipping the product for service will be paid by us. Insurance, handling fees, applicable taxes and/or other incidental charges shall be borne by the customer.

E. PWP PRE-CONDITIONS

7. Before you can rely on this PWP, you must provide us the original proof of purchase for us to identify the name and address of the seller, date and place of purchase, product model and serial number. Also, please specify the defect complained for us to determine the defective component.
8. This PWP only applies to the original purchaser and not any third party.

F. PWP'S NON-COVERAGE

9. This PWP cannot be relied on by you if your complaint is within the below categories:

Category Of Complaint Excluded	Examples
Improper use	<ul style="list-style-type: none">• operate the Keenon robots with incorrect or irregular voltage supply• use of the product in a non-commercial environment• misuse, abuse, neglect or rough handling against the instructions in the product manual provided to you
Improper handling	<ul style="list-style-type: none">• an unauthorised person conducted or attempted to conduct testing, operation, maintenance, installation, or any alteration of any kind against the instructions in the product manual provided to you• any part or parts of the unit are replaced with a part or parts not supplied or approved by us• the product serial has been removed or made illegible or has been tampered with
Natural wear and tear and consumable parts	<ul style="list-style-type: none">• batteries or protective coatings that are designed to diminish over time• natural wear and tear
Unable to provide proof of purchase of Keenon robots from us	<ul style="list-style-type: none">• the Keenon robots were purchased from any person other than us and our authorised sub-distributors
Reasons beyond our control or foreseeability	<ul style="list-style-type: none">• damage due to improper packing during shipment

- any natural disasters such as floods, fires, winds, earthquakes, lightning or pandemic
- any lockdowns imposed by government
- damage due to exposure to moisture, dampness or extreme thermal environment conditions

Cosmetic damage

- dent, crack, scratch, corrosion, rusting, stains

10. You cannot rely on this PWP if your complained defect is caused by a component not included or beyond the timeline in Section B above.
11. If you can rely on this PWP, our sole responsibility is to repair or replace any defective component on your Keenon Robot(s). It is our sole discretion in choosing whether to repair or replace such component.
12. Repair parts and replacement Keenon Robot(s) shall be furnished at our sole discretion on an exchange basis, with a product of comparable value and shall be either new or reconditioned. We will not refund the difference between the value of the replacement and the product. However, we are entitled to request for payment shall there be an increase of price difference for a replacement of any replacement component or Keenon Robot(s).
13. Any repair by us on components not covered under this PWP shall be chargeable by us.
14. If we determine that the repair required is not covered under the PWP for whatever reason, you will be duly notified
15. This warranty does not cover general product maintenance, installation, routine servicing, calibration and customisation of the product.
16. We may refuse to attend to any Keenon Robots installed in locations which are inaccessible and/or hazardous to our service team.

G. DISCLAIMER

17. EXCEPT AS PROVIDED IN THIS PWP AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, WE ARE NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH, INCLUDING LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF ANY OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; OR ANY INDIRECT LOSS OR DAMAGE HOWSOEVER CAUSED.
18. WE DISCLAIM ANY REPRESENTATION THAT WE WILL BE ABLE TO REPLACE OR REPAIR ANY KEENON ROBOTS UNDER THIS PWP WITHOUT RISK TO YOU.