

## MAGNET Dealer Policy

Rev. 07 (7 Feb 2021)

Thank you for supporting Magnet products. We are confident that we will have a long term “Win-Win-Win” and fruitful business relationship with your company. The followings are just some standard terms and conditions that need to be fulfilled in order to receive our best product dealer price and service. This mutual understanding is important to ensure our smooth business relationship for days to come.

### 1. Product order and Payment

- 1.1. We encourage our dealer to make pre-order goods in order to avoid long waiting time by walking in, allow times for our store team to prepare and test according to your pre-order items.
- 1.2. For goods which are self collected at our office/ warehouse, Cash/ credit card payment is accepted for immediate collection of goods. For cheque / online fund transfer payment, goods can be collected after payment is well received. Interbank giro transfer may take 2-3 working days to process. For urgent order, please make instant fund transfer.
- 1.3. For goods that require shipping within Klang Valley or Outstation, delivery can be arranged after payment clearance.
- 1.4. Order can be placed through our Sales Person either by call in, whatsapp or purchase order (preferred). A proforma invoice will be issued to customer to make payment. Full payment shall be well received before shipment.
- 1.5. All goods sold are considered as final sales and not returnable and/or exchangeable.

### 2 Technical support

- 2.1 We valued your time, through new support service i-Magnet Cares, our technical support team will try their best to solve the technical issues facing by our dealer during site installation and maintenance service within shortest time possible in order to provide peace of mind for using our product.
- 2.2 Our technical support services include the following:
  - 2.2.1 assisting the dealer by answering all technical issues facing by the dealer during site installation and implementation.
  - 2.2.2 The Dealer is encouraged to schedule a product training to be conducted at our office before installation.
  - 2.2.3 Project consultation is available for system and wiring method upon request.
- 2.3 Our technical support team is well trained and ready to serve you. You are welcome to visit our office, call us or email us within our office hours for any technical support.
- 2.4 Our technical support does not cover out-of-office and on-site visit to end user. However the dealer can request our on-site support service if the technical issue cannot be solved through phone support. On-site support fees for Testing & Commissioning (“T&C”) will be charged and quoted to the dealer based on the scope of work and location of the site.
- 2.5 On-site support T&C job scope only includes testing, hardware setting, trouble shooting, install software and train end user to handover the system. Job scope does not include installation or any cabling work. Installation and wiring job must be completed before engaging our technician to site for T&C.
- 2.6 The customer is expected to have installation experience and able to install the product by themselves. The customer is also expected to be able to perform basic programming, servicing and maintenance of our product.
- 2.7 Should you required any product or technical training, please make appointment with our sales person two days in advance. This helps us in managing Customer’s appointment.

2.8 For more detail, catalog, installation guide and technical specification are available for download in our website <https://magnet.com.my/download-center>

### 3. Delivery

- 3.1 Price quoted is based on ex-factory (ex-works) at our office Pandan Jaya, KL, Malaysia. Shipping cost and installation are NOT included.
- 3.2 For local dealer from Kuala Lumpur and Selangor, goods can be self collected from our office at Kuala Lumpur.
- 3.4 For outstation customer, goods can be arranged via lorry transport or courier service on next day delivery subject to the order is placed one day in advance. This is not applicable for product that requires testing such as barrier gate and pedestrian gate.
- 3.5 Delivery is also subject to availability of stock. Certain lead time is applicable depending on types of products. Please kindly confirm lead time with our sales person prior to placing an order. We shall not be held liable for any penalty or loss due to our inability to deliver the goods within the intended time frame. We shall have the rights to deliver goods in installment once stock is available.
- 3.6 We shall not be held for any penalty or compensation claim due to delay in delivery of goods. Although most shipping company will try their best to deliver the goods, but customer is advised to allow more buffer time to accommodate any possible delay in shipping.
- 3.3 All shipments are made ex-works at our shipping point unless otherwise specified. Customer shall assume all risks of damage or loss of goods during shipping process. We shall not be held liable for goods damaged by forwarder/courier/transport service. It is the dealer's responsibility to contact the carrier service for the damage/loss claim immediately. The dealer is advised to purchase insurance for risk of loss or damage in shipping (product value RM100 or above). Most courier service providers allow compensation claim at RM200 or below in case of lost or damaged goods.

### 4. General Warranty Coverage

- 4.1 We cover 2 years product warranty solely for manufacturing defects (from invoice date) affixed with our warranty sticker exclude battery products. We shall at our sole option either to repair the Product or to replace the Product with a new or refurbished Product. **We reserve the right to amend warranty policy from time to time and update at our company website link <https://magnet.com.my/wp-content/uploads/2021/02/MAGNET-DEALER-POLICY.pdf>**

The warranty does not cover damages resulting from (warranty void):

- a. Normal wear and tear;
- b. Use other than in accordance with the operation manual;
- c. Neglect, tamper, misuse, or improper handling of product;
- d. Improper wiring, installation or settings of product;
- e. Third party ancillary equipment which is used in conjunction with the product;
- f. Abnormal voltage or usage of generator (e.g. reversed power connection or electrical surge);
- g. Unauthorized disassembly, services repair, alteration or modification; and
- h. Lightning strikes, incoming over voltage, flood, fire, natural disaster, pollution or act of God.

- 4.2 The warranty for all power adapter and battery products is 3 months against manufacturing defects. Warranty does not cover failure due to lightning strike or over-discharged battery.
- 4.3 Warranty does not cover any damage which happened at the end customer's site that is caused by our product equipment. For example, scratches or dimple on vehicle caused by auto gate system.
- 4.4 Our product will be affixed with warranty sticker as an indicator for the warranty period. Warranty is void if the warranty sticker is torn.
- 4.5 Faulty product is required to be sent to our Warranty Department to perform checking. Our dealer will be informed with a service report.
- 4.6 For outstation dealer, faulty product within warranty period shall be posted to MAGNET Warranty Department on dealer's expense. Product after repair will be returned to the dealer using our typical normal shipping method.
- 4.7 For product which is no longer under warranty, repairing fees will be quoted along with service report after our evaluation. Our warranty team will only proceed to repair after the dealer has signified his acceptance/agreement by signing and affixing dealer's company rubber stamp at the service report sheet.

Outstation dealer may self arrange own courier service account or transport to pick up serviced product.

- 4.8 For local dealer within KL/Selangor, faulty product can be dropped off and self collected at our office directly.
- 4.9 Dealer is suggested to keep additional stock for urgent/immediate replacement to end customers in the event of product failure. This will be a value added service provided by the dealer. Faulty product must be sent to us before we make any repairing or replacement.
- 4.10 The Company reserves the right to approve/reject warranty claim if the faulty does not fall under manufacturing defect warranty or the product has not been proven defective.

**5. Important remark that dealer must know about Surge Protector Device (SPD) usage:**

- 5.1 The equipment that installed in outdoor area has high risk of being damaged by lightning surge, therefore it is important to install SPD device correctly for optimal protection. Suitable SPD and correct EARTH connection, the risk can be greatly reduced.
- 5.2 Please note that SPD is only suitable for lightning surge induced onto the external cables. Equipment and surge protector can still be damaged if the lightning surge exceeds the magnitude and speed supported by SPD. If the lightning discharges directly to the roof top or the nearby premises, then there is a high possibility for the SPD and the equipment to be damaged.
- 5.3 Surge protector is a “safeguard” to the equipments”, but “not a guaranteed 100% resistant against any damages caused by lightning surge”. Equipments which are damaged from lightning surge are not covered under our warranty policy.
- 5.4 Equipment that has encountered previous surge is still susceptible to damage as they may have suffered internal degradation. Therefore surge damaged equipment that has been repaired might not able to resume original performance and functionality.

**6. Spare part availability and product discontinuance**

- 6.1 For product under MAG brand, spare parts are available for 3 years from the date of product discontinued. For product under our technology partners such as SOYAL, Paradox, Vigilance, DEA, EBELCO and OPTEx, it is subject to the discretion of our technology partners. We will make notice to dealer in advance regarding any product discontinuance.

Yours Sincerely,

Management

**MAGNET** Security & Automation Sdn. Bhd.

📍 41G, Jalan Pandan 2/2, Pandan Jaya,  
55100 Kuala Lumpur, Malaysia.

☎ (+603) 9286 9110 | (+603) 9202 5166 (Fax)

✉ info@magnet.com.my

@ www.mag.com.my

“Complete solution from a single supplier”