



HIGH PRESSURE CLEANER WARRANTY POLICY

Dear Valued Customer,

Thank you for choosing NIETZ as your trusted partner for cleaning solutions.

We take pride in delivering products and services designed to meet—and exceed—your expectations.

Please find below the warranty terms and conditions applicable to all NIETZ High Pressure Cleaners sold in Malaysia:-

DESCRIPTIONS/CATEGORY	NIETZ HIGH PRESSURE CLEANER
WARRANTY PERIOD	6 months
LABOUR CHARGE	Free of charge within warranty period
MOTOR (AGAINST MANUFACTURING DEFECTS)	Max 1 time replacement within warranty period
OTHERS COMPONENTS NOT LISTED ABOVE***	*Wear & tear part not covered
***NIETZ Malaysia reserves the right to review and amend its warranty policies, periods and product eligibility without notice.	

Other Terms & Conditions:

NIETZ Malaysia or its Authorized Service Centre:

1. Reserves the right, at its sole discretion, to decide whether to repair the product or provide a direct replacement.

To make a warranty claim:

1. Warranty registration via the QR code on the carton box is mandatory.
2. Failure to complete warranty registration will result in ineligibility for warranty coverage.
3. Unable to provide a valid sales receipt or invoice will result in ineligibility for warranty coverage.
4. Warranty claims will be ineligible if the sales receipt or invoice indicates a date beyond the warranty period.

Warranty does not cover damage caused by:

1. Abnormal voltage or generator usage.
2. Break down due to usage of ingenuine spare parts, eg. carbon brush (not NIETZ spare parts).
3. Unauthorized repair, alteration/modification.
4. Damage caused by foreign objects, substances, accidents, obvious misuse, abuse, neglect and improper applications.
5. Failure or damage due to wear & tear of a component incurred during the course of normal use.
6. Normal wear and tear.