

WARRANTY POLICY

1. Sorento is a brand owned by Sorento Sdn Bhd [Company No. 200501017483 (694526-P)] (“**Sorento**”).
2. These terms and conditions apply to the limited warranty provided by Sorento in respect of Sorento products (“**Product(s)**”) purchased from Sorento or an authorized dealer of Sorento in Malaysia (“**Limited Warranty**”).
3. The following conditions shall be met in order for us to process your warranty claim: -
 - (a) Your provision of a valid proof of purchase of the Product(s). You will be required to provide your proof of purchase and any supporting document as may be requested by Sorento in order to process your warranty claim; and

Register of Products(s) before warranty Claim :-

- (b) Your Product(s) must be registered with Sorento at <https://sorento.com.my/index.php/service/warranty> before a warranty claim may be processed. Therefore, it is important to register your Product(s) upon purchase of the Product(s). Sorento shall not be held liable in the event the authorizeddealer fails to notify you on the registration of your Product(s) or if you fail to register your Product(s) with Sorento.
4. Sorento reserves the rights to reject your request for warranty claim if you fail to meet the conditions as set out in paragraph 3 above.
5. This Limited Warranty is in lieu of all other express and implied warranties of merchantability and fitness for a particular purpose and is limited to the duration as stated in clause 6 below. The warranty period as set out below takes effect upon the date of purchase.
6. **Warranty Period**

The following table sets out the coverage and duration of the Limited Warranty. Our Limited Warranty coverage is limited solely to the parts asset out in the Warranty Parts column of the following table (“**Warranty Parts**”) and is subject to the terms and conditions as set out in this Warranty Policy. For the avoidance of doubt, the Limited Warranty applies solely to the specified Warranty Parts and not to the entire product(s). The Limited Warranty is also subject to the limitations, exceptions, qualifications and conditions as set out in this Warranty Policy, including but without limitation to the qualifications as set out in the Qualifications and Exceptions column of the following table.

No.	Product(S)	Warranty Parts	Warranty Period	Qualifications and Exceptions
1.	Ceramic Water Closet, Urinal Bowl, Squatting Pan	Ceramic Body	Lifetime Warranty on crack line and leaking ONLY	<ul style="list-style-type: none"> ➤ Any crack line caused by external force and/or willful act is excluded. ➤ Installation is included.
		Flushing Fittings	5 years from date of purchase	Installation is excluded.
		Electronic Seat Cover	1 year from date of purchase	Installation is included.
		Seat Cover Soft Close System	2 years from date of purchase	Installation is excluded.
2.	Intelligent Water Closet	Electronic Parts and Fittings	1 year from date of purchase	Installation is included.
		Ceramic Body	Lifetime Warranty on crack line and leaking ONLY	<ul style="list-style-type: none"> ➤ Any crack line caused by external force and/or willful act is excluded. ➤ Installation is included.
3.	Tankless Ceramic Water Closet	Flushing Fittings	2 years from date of purchase	Installation is included.
4.	Ceramic Basin	Ceramic Body	Lifetime Warranty on crack line due to manufacturing defect ONLY	<ul style="list-style-type: none"> ➤ Any crack line caused by external force and/or willful act is excluded. ➤ Installation is included.
5.	Sensor Flush Valves	Sensor Eye and Solenoid Valve	1 year from date of purchase	Installation is excluded.
6.	Exposed and Conceal Flush Valves, Concealed Cistern	Piston and Lever Mechanism	1 year from date of purchase	Installation is excluded.
7.	Kitchen Faucet	Cartridge	5 years from date of purchase	Installation is excluded.
8.	Bathroom Faucet			
9.	Bib Tap, Hose Bib Tap, Two Way Faucet and Two Way Bidet Set			
10.	Concealed Stop Valve			
11.	Conceal Shower Cold Tap			

12.	Kitchen Mixer Faucet	Cartridge	10 years from date of purchase	Installation is excluded.
13.	Bathroom Mixer Faucet			
14.	Exposed Mixer Shower Set			
15.	Conceal Bathroom Mixer Faucet			
16.	Conceal Bath and Shower Mixer			
17.	Exposed Cold Water Shower Set	Divertor Cartridge	5 years from date of purchase	Installation is excluded.
18.	Flexible Hose Faucet, Pull Out Flexible Hose Faucet	Flexible Hose	2 years from date of purchase	Installation is excluded.
19.	Mixer Faucet	Inlet Flexible Hose		
20.	Sensor Taps (Sensors and Solenoids)	Sensor Eye and Solenoid Valve	1 year from date of purchase	Installation is excluded.
21.	Self-Closing Tap	Soft Close Mechanism		
22.	Stainless Steel 304 Kitchen and Bathroom Faucet	Anti-Rust against Body Finishing	10 years from date of purchase on Antirust	Anti-Rust against body finishing affected by rust due to manufacturing defect and subject to the fulfilment of the terms stipulated in Sorento's manual/user guide (if any)
23.	Stainless Steel 304 Kitchen Sink	Anti-Rust against Body Finishing	25 years on manufacturing defect from date of purchase	<ul style="list-style-type: none"> ➤ Anti-Rust against body finishing affected by rust due to manufacturing defect and subject to the fulfilment of the terms stipulated in Sorento's manual/user guide (if any). ➤ Installation is excluded.
24.	Ceramic Kitchen Sink	Ceramic Body	Lifetime Warranty on crack line and leaking ONLY	<ul style="list-style-type: none"> ➤ Any crack line caused by external force and/or willful act is excluded. ➤ Installation is included.
25.	Bathtub with Massage jet	Water Pump	5 years from date of purchase	Installation is excluded.
26.	LED Mirror	Circuit Board	1 year from date of purchase	Installation is included.
27.	Mirror Cabinet	Hinges	25 years from date of purchase	Installation is included.

	(Selected Models only)	Aluminum Frame	10 years from date of purchase	Installation is included.
		Mirror Glass	2 years from date of purchase	Installation is included.
28.	Water Pump	Manufacturing Defects	3 years from date of purchase	Installation is excluded.
		PC Auto Controller	1 year from date of purchase	Installation is excluded.
29.	Bathroom Furniture (Selected Models only)	Surface Coating	10 years from date of purchase	Installation is excluded.

Important Note:

Notwithstanding anything herein contained to the contrary, where a defective Warranty Part is replaced under the warranty stated herein, the balance of the warranty period of such part will remain effective. The replaced Warranty Part of the Product(s) does not carry a new warranty.

7. The Limited Warranty and the Warranty Period as stipulated in clause 6 above is subject to the following conditions: -
- (a) installation and all subsequent repairs, modifications and/or adjustments to the Product(s) must be installed, repaired, modified and/or adjusted in accordance with Sorento’s installation and repair instructions/manuals/user guides (if any) and in accordance with all relevant statutory requirements. In the event if no instruction/manual/user guide is provided by Sorento, the Product(s) must be installed, repaired, modified and/or adjusted by competent personnel, in accordance with best industry practices and standards;
 - (b) this Limited Warranty only applies to the original or genuine component replacement parts or Warranty Parts and therefore does not extended to cover anyplumbing, building material, electrical or such other parts for the installation of the Product(s);
 - (c) Sorento shall be under no liability for any measure and action taken by you or third parties and the consequences arising thereof: such as
 - (d) improper remedy of defects, alteration of the Product(s), addition and insertion of parts, in particular of parts which do not come from Sorento;
 - (e) Sorento shall be under no liability in respect of any defect arising from unsuitable or improper use, defective installation or commissioning by you or third parties, fair wear and tear, willful damage, negligence, failure to comply/follow with Sorento’s instructions/manuals/user guides (if any), defective or negligent handling, improper maintenance, excessive load, unsuitable operating materials and replacement materials, substandard work, inadequate foundation, exposure to chemical, electro-technical/electronic or electric influences, failure to follow Sorento's instructions/manuals/user guides (whether oral or in writing) misuse or alteration or repair of the Product(s) without complying/following Sorento’s instructions/manuals/user guides (if any);
 - (f) Sorento is not liable for any loss, damage, injury or liability of any kind suffered by you, resulting from the direct or indirect acts and omissions of third parties, including such loss, damage or injury caused by installations, repairs or remedial work. Such loss, damage or injury shall be the responsibility and liability of the person carrying out such works; and

- (g) Sorento shall be under no liability whatsoever in respect of any defect in the Product(s) arising after the expiry of the Warranty Period as stated in clause 6 herein.
8. The Limited Warranty and the Warranty Period given in clause 6 shall not apply and shall have no application if such damage, defect or issue was due to any of the following causes/circumstances: -
- (a) any damages and/or failures arising from the use of the Product(s) contrary to Sorento's instructions/manuals/ user guides (if any);
 - (b) fair wear and tear;
 - (c) any defect arising from improper use, negligence, accidental or faulty installation by you;
 - (d) failure to comply and adhere to Sorento's instructions/manuals/user guides (if any);
 - (e) any defect arising from improper maintenance of the Product(s);
 - (f) any unusual physical and/or environmental conditions, use in application for which the Product(s) was not intended or designed;
 - (g) wear and tear due to exposure to harsh conditions;
 - (h) any wilful damage, abuse or vandalism;
 - (i) any defect caused by chemical reaction including but without limitation to the use of bleach, alkali, acid, excessive heat and/or dust and corrosive surroundings;
 - (j) any defect caused by over-running, excessive pressure, short circuit, self-heating, arcing or leakage of electricity from whatever cause (including lightning) arising;
 - (k) any defect caused by the setup of the Product(s) in a location exposed to direct sunlight, blocked ventilation slots, unstable surface, power extension cords or adaptors, insufficient space and/or extreme temperature;
 - (l) any repair or alteration of the Product(s) done without complying/following Sorento's instructions/manuals/user guides (if any) or is contrary to the best industry practices and standards;
 - (m) any repair or alteration of the Product(s) that do not comply with Sorento technical support team installation instructions/manuals/user guides (whether oral or in writing);
 - (n) any repair or alteration works that are done without using genuine spare parts supplied by Sorento;
 - (o) any Product(s) that has been altered or modified in any way;
 - (p) any part of the Product(s) has been dismantled, changed or repaired in a manner contrary to the best industry practices and standards; and
 - (q) acts or omissions of third parties, including the installer of the Product(s).
9. You shall within the Warranty Period as stated in clause 6 herein submit your warranty claim (if any) to Sorento. Subject to the terms of this Warranty Policy, Sorento may elect, at its discretion, to either repair or replace any defective Warranty Part with a new item or its equivalent (if such Product(s) model is no longer available). All warranty claims must be made within the respective Warranty Period. For the avoidance of doubt, Sorento does not provide cash returns or refunds for the Product(s).
10. All warranty claims should be addressed to our Customer Service at our email: sorento@sorento.com.my. All warranty claims shall be accompanied by such information and documents as may be informed by our customer service representative to you, including but without limitation to photographs

of the defect and proof of purchase (which indicates the date of purchase and where the Product(s) have been purchased). You shall also complete such form(s) as may be requested by our customer service representative.

11. Sorento may direct you to return the defective and/or damaged Product(s) and/or Warranty Parts to Sorento or our authorized dealer for assessment. Sorento will review such Product(s) and/or Warranty Parts and determine whether such Product(s) and/or Warranty Parts is eligible for repair or replacement. Sorento's determination shall be final and binding.
12. For returns and refunds, please refer to our Return and Replacement Policy.
13. Subject to any statutory provisions to the contrary, this Limited Warranty excludes any and all claims for loss, injury, death or damage suffered through:
(A) the use of the Product(s) or any part thereof, or the non-operation or ineffective operation of the Product(s) and (B) the acts, omissions and negligence of third parties (including installers). Sorento shall in no event be liable for such loss, injury, death or damage, including loss or damage to furniture, carpets, walls, foundations and property of whatsoever description or any other consequential loss or damage either directly or indirectly due to negligence, loss of use, malfunction, defect, damage, breakdown or leakage whatsoever and howsoever arising. (C) indemnification relating to any labor charges, removal and re-installation expenses.
14. Our liability to you arising out of or in connection with the Limited Warranty is limited to the aggregate invoice value" of such Product(s) of such Product(s) and we will not be liable to you for any penalties or damages under any agreement or any other indirect, remote, consequential, punitive, exemplary or special loss or damage. Sorento disclaims all statutory and implied warranties, including without limitation, warranties of merchantability and fitness for a particular purpose and warranties against hidden or latent defects, to the extent permitted by law. In so far as such warranties cannot be disclaimed, Sorento limits the duration and remedies of such warranties to the duration of the warranty as set out in clause 6 above.
15. Where fault is found to be something other than a warranty issue or the product is not our product, Sorento will be entitled to impose a callout charge.
16. Sorento reserves the right to amend, modify, vary and supersede this Warranty Policy from time to time without any notification to you and such revised Warranty Policy shall apply with immediate effect from the date of publication of such modification.
17. This Limited Warranty is only valid in Malaysia.
18. Use of Personal Data
Any of your personal information that we may collect from you, whether as part of the ordering or warranty claim process, will be dealt with in accordance with our privacy policy available at <https://sorento.com.my/index.php/terms-privacy>.