

NEXEN PRODUCT WARRANTY & EXCHANGE POLICY

A. Warranty Coverage (the “Warranty”)

1. Seiho Machinery & Electric Co Pte Ltd (the “**Seller**”) warrants to the end-user (“the **Customer**”) that the following:
 - (a) Nexen E-Bar (All Series) and Nexen Lite (“**Nexen E-Bar**”);
 - (b) Nexen Adaptors and accessories (“**Nexen Accessories**”); and
 - (c) LED components within Nexen Accessories
 - (d) Smart Chip Sets with Nexen E-Bar and Nexen Accessories
(collectively, the “**Product**”)shall be free from defects in materials and workmanship under normal use.
2. The warranty period (the “**Warranty Period**”) for the Products are as follows:
 - (a) Three (3) Years for the Nexen E-Bar(All Series) from the date of purchase.
 - (b) Three (3) Year for the Nexen Accessories from the date of purchase excluding LED light components;
 - (c) One (1) Year for LED light components found within Nexen Accessories
 - (d) One (1) Year for Smart Chip Sets found within Nexen Power Tracks and Adaptors and Accessories
3. The Warranty is only valid for Products purchased within Singapore directly from Seiho Machinery & Electric Co Pte Ltd, or through an Authorized Nexen Distributor, Dealer, Retailer, Installer, or Reseller.

Products purchased outside Singapore shall not be covered under this Singapore Warranty, notwithstanding that the seller may be an authorized Nexen distributor, dealer, retailer, sales partner, installer, reseller, or other authorized Nexen sales channel in another country or territory.

B. Warranty Claim Procedure

4. All claims for warranty service must be made in writing to the Seller within the Warranty Period and be accompanied by valid supporting documents (e.g. an original dated proof of purchase or an invoice issued by the Seller or an Authorized Nexen sales channel. All claims shall be granted at the Seller’s discretion subject to assessment and approval in accordance with this policy
 - (a) For Nexen E-Bars that have been installed on a surface or within recessed furniture, do please contact the Seller via the customer service hotline (+ 65 9819 6852 or +65 8128 1104) and please provide information on the defect. The Seller will then schedule an appointment for the Seller’s professional technical team to assess the Nexen E-Bar on site. A transport fee will be incurred at the prevailing market rate.
 - (b) For Nexen Accessories, the Customer shall be responsible for all shipping and handling charges incurred for the return of the Nexen Accessories to the Seller. The Seller will not be liable for any damage arising from faulty packaging.
5. The Seller will then assess the Product and will revert to the Customer within 5 Business Days. If a hardware defect arises and a valid claim is received by the Seller within the Warranty Period, the Seller will at their discretion either:
 - (a) repair or restore the original functionality of the Product;
 - (b) replace the Product with a new Product, or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original Product (a “**Refurbished Product**”);

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- (c) replace the Product with a new or Refurbished Product of equivalent value at the time the defect was reported and made known to the Seller;
 - (d) impose a fee for servicing and spare parts where the Seller determines that the defect is excluded from the Warranty as per Clause 8; or
 - (e) impose a product replacement fee where the Seller determines that the Product cannot be repaired.
6. Where the Product has been repaired or restored pursuant to Section 5(a) to 5 (c) and where the Warranty Period has not elapsed, the Customer would be entitled the remaining Warranty Period.

C. Exclusions and Limitations

7. Third-Party Purchases

The Limited Warranty provided under this Policy applies only to genuine Nexen Products purchased within Singapore through **Seiho Machinery & Electric Co Pte Ltd**, or an **Authorized Nexen Distributor, Dealer, Retailer, Installer, or Reseller**.

To qualify for warranty coverage in Singapore, the Customer must provide a valid proof of purchase, invoice, receipt, or tax invoice issued by an **Authorized Nexen sales channel**.

The Limited Warranty shall not apply to:

- i. Products purchased from unauthorized sellers, unauthorized online marketplaces, parallel importers, or non-authorized resellers;
- ii. Products purchased outside Singapore and subsequently imported, transported, or brought into Singapore;
- iii. Products purchased from any Nexen distributor, dealer, retailer, sales partner, installer, reseller, or other sales channel located outside Singapore, notwithstanding that such party may be an authorized Nexen sales channel in another country or territory;
- iv. Without limiting Clause 7(iii), Products purchased from an Authorized Nexen Malaysia Distributor, Dealer, Retailer, Sales Partner, Installer, or Reseller and subsequently installed, used, imported, transported, delivered, or brought into Singapore. Such Products shall not be entitled to warranty coverage under Nexen's Limited Warranty;
- v. Products for which a valid proof of purchase from an Authorized Nexen sales channel cannot be provided; and
- vi. Products purchased through private sales, second-hand transactions, liquidation sales, auction platforms, or any other non-authorized sales channels.

For the avoidance of doubt, eligibility for the Singapore Limited Warranty shall be determined by the **authorized sales territory in which the Product was originally purchased**, and not by the Customer's nationality, residency, or the subsequent location where the Product is installed or used.

Products purchased through an authorized Nexen sales channel outside Singapore shall be subject to the warranty terms, conditions, procedures, and territorial coverage applicable to the country or sales territory of original purchase, where applicable.

Accordingly, Nexen and Seiho Machinery & Electric Co Pte Ltd shall have no obligation to provide warranty service in Singapore for Products purchased outside Singapore, including but not limited to on-site assessment, servicing, repair, replacement, exchange, collection, delivery, transportation, or other warranty-related support.

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For Products purchased through an Authorized Nexen Distributor, Dealer, Retailer, Installer, or Reseller, warranty claims should first be submitted to the original selling party, unless otherwise directed by Nexen.

Seiho Machinery & Electric Co Pte Ltd reserves the right to verify the authenticity and origin of any proof of purchase and determine warranty eligibility in accordance with this Policy.

8. The Warranty shall exclude:
 - (a) damage arising out of normal wear-and-tear,
 - (b) damage caused by accident, abuse, misuse, neglect, improper installation and/or failure to follow instructions relating to the product's use,
 - (c) damage caused by flood, fire, earthquake, power changes, other hazards and/or acts of God,
 - (d) damage caused by operating the Product outside the range of permitted or intended uses prescribed by the Seller,
 - (e) damage caused by service carried out by anyone who is not a representative of the Seller,
 - (f) damage caused by unauthorized attempts to open, repair and/or modify the Product, and
 - (g) damage caused by use of incompatible products with the Product.
 - (h) damage caused by use of the Nexen Product with other non-Nexen products or vice versa, whether such damage is caused by the non-Nexen product or otherwise.
9. Except as provided in this Limited Warranty and to the extent permitted by law, the Seller's liability is limited to direct damages. The Seller shall not be liable for all indirect, punitive, special, consequential, or incidental damages, and damages and losses such as loss or corruption of data or business information, damages to data base(s), loss of profits, loss of use, or loss due to downtime or interruption of business, even if the Seller is advised of the possibility of such damages and losses, and regardless of whether such damages and losses had been within the Seller's contemplation (whether actual, reasonable, subjective, objective, or otherwise).
10. In no event shall any recovery against the Seller exceed the actual price paid for the purchase of the Product.