



HOT & COLD FLOOR DISPENSER

e-Warranty Terms & Conditions



Spritzer® e-Warranty feature allows our consumers to enjoy
LIMITED WARRANTY COVERAGE during warranty period by registering online at
<https://www.spritzer.com.my/ewarranty>

* Kindly note that the Limited Warranty Coverage only covers the dispenser and does not cover any bottled water that you may have purchased together with the dispenser or was part of a purchased package of the dispenser

Hotline number: 1800 88 3111
Website: www.spritzer.com.my
Facebook: www.facebook.com/spritzer



WARRANTY TERMS & CONDITIONS

HOW TO REGISTER & ENJOY YOUR WARRANTY COVERAGE

Kindly register online at <https://www.spritzer.com.my/ewarranty> to enjoy limited warranty coverage of Spritzer® Hot & Cold Floor Dispenser within 30 days of date of purchase.

The Limited Warranty applies only to the physical dispenser of Spritzer® Hot & Cold Floor Dispenser.

To obtain warranty service, kindly contact Spritzer® Hotline at 1800 88 3111 or via email at info@spritzer.com.my in order for us to determine the problem and the most appropriate solution for you.

To claim your warranty, please present your original receipt (proof of purchase) with the date of purchase clearly indicated and visible.

WHAT DOES THIS LIMITED WARRANTY COVER?

This limited Warranty is granted by Spritzer® and applies in Malaysia only. Your Spritzer® Hot & Cold Floor Dispenser is guaranteed for 12 months from the date of original purchase against defects in materials or workmanship.

WHAT WILL WE DO TO CORRECT PROBLEMS?

During the Warranty Period, Spritzer® will repair or replace, at no charge, product or parts of product that proves defective because of improper material or workmanship under normal use and maintenance.

HOW LONG DOES THE COVERAGE LAST?

The warranty period for the Dispenser purchased is 12 months from the date of purchase.

The warranty period shall not be extended but continue as per the original purchase date even after a replacement of the Dispenser or part of the original Dispenser.

WHAT DOES THIS LIMITED WARRANTY NOT COVER?

This Limited Warranty does not cover any problem that is caused by:

- Conditions, malfunctions or damaged not resulting from manufacturing defects be it material or workmanship

It also does not cover normal wear and tear, routine maintenance or replacement of consumable parts, damage resulting from the failure to maintain the product in accordance with instructions provided by Spritzer® or the following:

- Damages or poor results specifically due to wrong voltage or frequency used not in accordance with those stated on the back of the dispenser (nameplate)
- Intentional misuse or abuse, alteration or customization, or repair by unauthorized persons
- Using the wrong type of water or bottled water other than those made by Spritzer® (except Cactus, Desa and Summer brands of bottled Water)
- Unpleasant odour arises due to improper cleaning or not following the cleaning method as per the instruction manual

- Commercial use, abuse or damages caused by the user, either intentionally or accidentally
- Defects caused by attack of household pets, lightning, flood, fire, pollution, abnormal voltage or usage of generator
- Ingress of water, dust or insects into the product (excluding appliances with features specifically designed for insects)
- Scaling (any de-scaling must be carried out according to the instructions for use)

Spritzer®'s liability under this warranty shall be limited to repair or replacement of the writing instrument and Spritzer® shall not be responsible under this warranty for any damages and/or incidental or consequential damages, whether or not foreseeable, unless such damages result from the willful act or omission, or gross negligence, of Spritzer®. Other rights and remedies controlled by applicable law are preserved. Some products / colors may be out of stock or out of production or may be unable to be repaired. In that circumstance, Spritzer® reserves the right to substitute a product of comparable value and style.

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