



## Hafele (Thailand) Co, Ltd

### Warranty Terms and Conditions, Return and Exchange Policy - Small Appliances

#### Warranty Policy for Small Appliances

##### Hafele (Thailand) Limited

This warranty policy outlines the terms and conditions under which Hafele (Thailand) Limited (the “Company”) provides warranty services for small electrical appliances distributed by the Company. The policy is designed in accordance with applicable consumer protection laws in Thailand, including the Civil and Commercial Code and the Consumer Protection Act B.E. 2522 (1979), and is intended to ensure transparency, fairness, and satisfaction for all consumers. The product is under warranty for the stipulated period as mentioned in the warranty chart (effective from September 1, 2025 onwards).

#### 1. Scope of Warranty Coverage

This limited warranty covers defects in electrical components and workmanship under normal use during the applicable warranty period for each product category.

The Company warrants that the product, under normal consumer use and following the operating instructions provided, shall be free from electrical defects in materials and manufacturing

#### 2. Warranty Period by Product Category

No.	Product Category	Warranty Period	Remarks
1	Rice Cooker	2 Years	Excludes consumables (e.g., spoon, pot, steamer, power plug)
2	Ice Maker	2 Years	Excludes consumables (e.g., spoon, basket)
3	Ovens, Electric Stoves and Induction Stoves (tabletop)	2 Years	Excludes consumables (e.g., baking dish, baking tray, grill, shabu pot)
4	Microwaves and Microwave Ovens (tabletop)	2 Years (Magnetron: 3 Years)	Excludes consumables (e.g., baking dish, baking tray, rack)
5	Vacuum cleaner	1 Year	Excludes consumables (e.g., spare parts set, filter, dust collection cylinder)
6	Air Purifiers and Dehumidifiers	2 Years	Excludes consumables (e.g., water filter, water bottle)
7	Multi-Purpose Tabletop Blender, Stand Mixer and Food Processor	2 Years	Excludes consumables (e.g., blender, blades, mixing tools)
8	Coffee Maker	2 Years	Excludes consumables (e.g., measuring cup, brewing rod, filter, glass jar, water tank)
9	Juice Extractors and Juicers	2 Years	Excludes consumables (e.g., squeezer, plastic jar, filter)
10	Air Fryer	2 Years	Excludes consumables (e.g., basket, sieve)
11	Toaster and Kettle	1 Year	Excludes consumables (e.g., kettle base, croissant warmer)
12	Choppers, Hand Blenders, Hand Mixers, and Coffee Grinders	1 Year	Excludes consumables (e.g., lid, blade)
13	Egg Boiler, Multi-Purpose Boiler and Electric Steamer	1 Year	Excludes consumables (e.g., baskets, shelves, measuring containers, power cords)
14	Non-Electric Kitchen Appliances such as Pots and Pans, Pressure Cookers, Wine Openers, and Pepper Grinders	7 Days	

#### 3. What is Covered

This warranty includes:

- Electrical parts and components (e.g., motor, heating element, power board, thermostat)
- Labor/repair service charges associated with fixing manufacturing defects
- Replacement with original or equivalent parts (subject to availability)

#### 4. What is Not Covered

The warranty does not cover:

- Consumable parts such as trays, jugs, filters, baskets, lids, or detachable accessories.
- Damage resulting from:
  - Misuse, improper installation, negligence or failure to follow the instruction manual
  - Electrical power supply issues (voltage fluctuation, power surges)
  - Natural disasters (floods, fire, lightning, etc.)
  - Insect infestation or animal interference
  - Commercial, industrial, or non-household use
  - Unauthorized repair or modification of the product
  - Serial number tampering, removal, or mismatch with the product
  - Products with missing or illegible warranty cards or proof of purchase



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#### 5. Warranty Claim Procedure

##### a. Contact Hafele via

- i. Email: [hthecommerce@hafele.co.th](mailto:hthecommerce@hafele.co.th) or [info@hafele.co.th](mailto:info@hafele.co.th)
- ii. Line Official: @hafelehome or @hafelethailand
- iii. Tel: 02-768-7171

##### b. Provide the following:

- i. Valid purchase receipt or tax invoice
- ii. Warranty card (if applicable)
- iii. The Product with visible defect and complete accessories (if necessary)

If the product is to be shipped to the service center, customers are responsible for safe packaging and shipping costs (unless otherwise specified) and the Company is not liable for damages occurring during shipment due to poor packaging by the customer.

#### 6. Inspection and Repair Timeline

Upon receiving the product and complete documents, inspection and repair will be conducted within 7-14 working days, excluding public holidays and transit time.

If repair is not possible, the Company may offer:

- a. A replacement unit (same model or equivalent)
- b. A credit note or partial refund based on the remaining warranty value

#### 7. Warranty After Repair or Replacement

- a. The warranty period for repaired or replaced items shall continue from the original warranty period expiration date.
- b. However, in case of full unit replacement, a minimum of 90-day warranty applies if the original warranty period has already expired.

#### 8. Limitation of Liability

The Company's total liability under this warranty is limited to the repair or replacement of the product, as outlined above.

Indirect or consequential damages, including loss of income or business, are not covered.

#### 9. Modification of Policy

The Company reserves the right to amend, modify, or terminate this policy without prior notice.

Any changes shall be made in accordance with applicable laws and shall not affect existing valid claims under the original policy.

#### 10. Governing Law

This warranty policy shall be governed and construed in accordance with the laws of the Kingdom of Thailand. In case of dispute, the decision of the Company shall be final, subject to applicable consumer rights under Thai law.



# Hafele (Thailand) Co, Ltd

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### Return and Exchange Policy

Hafele (Thailand) Limited is committed to protecting consumer rights in accordance with relevant Thai laws, including the Civil and Commercial Code, the Consumer Protection Act B.E. 2522 (1979), and the Direct Sales and Direct Marketing Act B.E. 2545 (2002) as amended. This policy applies to purchases made via the Company's official website.

#### 1. Right to Cancel and Return

According to Section 33 of the Direct Sales and Direct Marketing Act (as amended), customers have the right to cancel the contract without giving any reason within 21 days from the date the product is received.

Cancellations must be made in writing and submitted via email to [hthecommerce@hafele.co.th](mailto:hthecommerce@hafele.co.th) or via LINE Official account @hafelehome, along with proof of purchase such as the order number or tax invoice.

#### 2. Conditions for Returning Products

Returned items must meet the following conditions:

- The product must be in its original condition, unused, unmodified, and undamaged.
  - The return must include the original packaging, warranty documents (if applicable), receipt, and all included accessories.
  - For electrical appliances, the product must not have been installed, used, or connected to power, water, or any infrastructure.
- All returned items will be inspected before a refund or exchange is approved.

#### 3. Non-Returnable and Non-Exchangeable Products

The Company reserves the right to refuse returns or exchanges in the following cases:

- The product is damaged due to improper use or not used as per manufacturer instructions.
- The product has been used, unsealed, installed, or activated.
- The product was custom-made or made to order.
- The product was purchased under a special promotion or clearance sale and marked "non-refundable"

#### 4. Product Exchange

Customers may request an exchange within 21 days of receiving the product, in the following cases:

- The product is incorrect (wrong model, color, or size).
- The product is defective upon delivery.
- The requested replacement item is available in stock.

An exchange will only be processed after the original item is returned and approved upon inspection.

#### 5. Refunds

Refunds will be processed within 15 business days after the returned product has been received and approved by the Company. Refunds will be made via the same payment method used during purchase, unless otherwise agreed in writing.

Service charges such as installation fees, delivery fees, or other non-product charges are non-refundable unless the issue is caused by the Company.

#### 6. Return Shipping and Associated Costs

- If the return is due to a Company error (e.g., wrong product, wrong model, damaged upon delivery), the Company will cover the return shipping cost.
- If the return is for any other reason (e.g., customer changes mind), the customer will bear the return shipping cost.

This is in accordance with Section 34 of the Direct Sales and Direct Marketing Act.

#### 7. Legal Liability for Product Defects

If the product is found to have hidden defects that existed at the time of delivery, the customer may request a return or refund as per Section 472 to 474 of the Thai Civil and Commercial Code.

Where a written product warranty is provided, the Company will honor the terms and coverage stated therein.

#### 8. Contact Information

For product returns or exchanges, please contact:

- Email: [hthecommerce@hafele.co.th](mailto:hthecommerce@hafele.co.th)
- Line Official: @hafelehome
- Business Hours: Monday-Friday, 08.00-17.00 (except public holidays)