

The Contract:

This Replacement Plan Contract (the "Contract") is offered by us, Gain City Best Electric Pte Ltd ("Gain City"). The word(s) "we", "us", and "our" refers to Gain City, and "you" and "your" refers to you, the purchaser of this contract. The Contract provides replacement of your product as stated on the Sales Receipt (the "Product") if it is found to be defective up to two (2) years from the date of expiry of the manufacturer's original warranty (whichever is applicable depending on the plan you have selected as stated on the Sales Receipt.) This Contract purchase must be made within 30 days from the Product purchase date or delivery date whichever is later and this Contract is valid only if the Product is used in Singapore.

The Coverage:

- This coverage is limited to mechanical and electrical defects of your product, and is only applicable to new products up to the net purchase price and below, purchased from us.
- Products eligible for coverage are portable electronic items, personal and healthcare products, kitchen and household appliances, and selected IT products and accessories.
- In the event the Product fails to function due to an electrical or mechanical defect, you will be entitled to a replacement of the Product. Due to technological advances, the existing product may be discontinued, and in the event of occurrence, the replacement product will be of like (similar) kind, quality and specifications from our Gain City Store, at our discretion.
- Once the original defective product has been replaced under this Contract, our liability to you will be deemed complete, and this contract will be automatically terminated.

Liability:

The retail price of the replacement product will not exceed the retail price that you have paid for the Original Product. Coverage does not extend to any loss or injury to a person or for loss and damage to property or any loss of profit, incidental, contingent, special or consequential damages or any direct or indirect loss. This Contract is non-transferable.

Exclusions from Coverage:

1. All exclusions as described in the manufacturer's warranty for the Product.
2. All non- mechanical and non-electrical failures.
3. Products not eligible for coverage are Navigation products (GPS), mobile and smart phones, tablets, fax machines, All-In-One / printers / scanners, sewing machines and selected IT accessories (memory cards, card readers, remote controls, power extension cords, HDMI cables, multi-plugs, travel adaptors), water heaters and all other major white appliances.
4. Any replacement which is necessitated by accidental or intentional physical damage, burglary, theft, spilled liquids, corrosion, animal and insect infestation, misuse, abuse, or damage caused by non-authorized repair personnel.
5. Lost or consumable parts such as knobs, lids, batteries, attachments and accessories packaged with the Product etc.
6. Commercial use (multi-use organizations), public rental or use for profit or communal use for multifamily housing
7. "No problem found" type diagnosis and intermittent errors that cannot be reproduced or minor imperfections in units that meet design specifications or cosmetic imperfections that do not alter functionality of the device.
8. The failure of the product to operate correctly caused by the withdrawal of services by a third party.
9. Software (including operating systems) loss or failure.

10. Damage or failure of the product due to: a software virus; the configuration of user settings; or the process of backing up or recovery of data; loss, corruption or damage to data or operating system.

11. Replacement of consumer durables (e.g. batteries, belts, blades, oil, light bulbs and fuses, accessories).

12. The safe return of any personal items left in the product.

13. Screen burn caused by channel logos or other static images.

14. Any loss or damage to the product resulting from an act of God including but not limited to natural disaster, fire, flood, war, invasion, act of foreign enemy, hostilities or warlike operations, civil war, civil commotion.

15. Normal wear and tear, scratching, chewing, spilled liquids, corrosion, animal and insect infestation, fungi, wet or dry rot, or bacteria, misuse, neglect and abuse.

16. Any claims whereby, a failure to follow the manufacturer's recommended routine or instructions on the installation, operation or maintenance has been determined.

17. At the time of entering into the contract, you were aware of any defects that would give rise to you making a claim under this contract.

18. Claims arising from Acting illegally or breaking any government prohibition or regulation.

19. Claims arising from Nuclear reaction or contamination from nuclear weapons or radioactivity.

20. Claims arising from an electro-magnetic pulse, whether man made or naturally occurring.

21. Design, manufacturing or other faults which are the subject of a recall by the manufacturer, also known as epidemic or pandemic recalls.

Cancellation:

In the event you change your mind about this Contract, you must submit written notice of cancellation of this Contract and return the Sales Receipt to Gain City Store of your purchase within 30 days from the date of purchase of this contract.

General:

The Gain City Product Replacement Plan is not an insurance Policy or a Guarantee; it is a Service Contract. This Contract is not a guarantee or promise relating to the nature of the material, workmanship, or performance of the Product.

5 steps to obtain Product Replacement:

1. Refer to the Owner's Manual for troubleshooting tips to confirm that the problem is NOT one that you can correct yourself, such as blown fuse, control setting or blockage (cleaning).

2. If the problem persists, bring your Product (and all of its accessories) to the Gain City Store of your purchase with your Sales Receipt and this Contract.

3. We will validate the Contract coverage and inspect the Product.

4. After we confirm the coverage, you will be entitled to a brand new Product in exchange for the Product which has failed.

5. The Product which has failed will be our property once replaced.

Record keeping:

To qualify for the product replacement, you MUST produce your Sales Receipt/ Tax Invoice and this Contract. Hence, it is important to place these documents in a safe place.

This set of Terms and Conditions will apply to all replacement plan contracts sold by Gain City from 15 December 2021