

## **Terms and Conditions: Exchange policy (Normal Goods)**

Our Return Policy states that any completed installation of RINNAI Hob / Hood / Oven, if there is any defects e.g. missing parts, scratches or dent, your purchase will not be qualify for refunds, returns or exchange.

We recommend buyers to check the Hob / Hood / Oven to be in good conditions before any installation done by RINNAI technicians or our authorised 3<sup>rd</sup> party Contractors.

The Term “Authorised Contractor” will be referring to contractors that is authorised by “RINNAI Holdings (Pacific) Pte Ltd”.

The Term states “Good Conditions” will be referring to the “conditions” as stated below:

1. No Dents
2. No Scratches
3. No Missing Parts
4. No Broken parts

To be eligible for an exchange, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Before Installation of the Hob / Hood / Oven, if there is any defects e.g. missing parts, scratches or dent, we will cover this to a 1-1 exchange of a new unit to you.

To complete your exchange, we require a receipt or proof of purchase.

For Installations of RINNAI Hob / Hood / Oven done by Non “Authorised Contractors”, we RINNAI Holdings (Pacific) Pte Ltd will not liable to any compensation, exchanges or refunds, (if) item found not to be in “Good Conditions”.

For Installations of RINNAI Hob / Hood / Oven done by “Authorised Contractors”, please contact them for any compensation, exchanges of refunds, (if) the items are found not to be in “Good Conditions”.

Before Installation, we strongly recommend buyer to measure their cut-out size, to ensure smooth installation of the HOB / HOOD / OVEN.

To find out more on how to measure the Cut-out size, you can contact our service Hotline : +65 6748 9011 OR email to us at [service@rinnai.sg](mailto:service@rinnai.sg)

## **Terms and Conditions (Spare parts)**

The following terms & conditions will apply to any online order that you place with RINNAI HOLDINGS (PACIFIC) PTE LTD (UEN No. 199608642R).

Please read these terms & conditions carefully before ordering any products from our RINNAI Online Store. If you are unable to agree to these terms & conditions then you must not use our online ordering service. Please click on the button marked "I have read & agreed" at the end of these terms & conditions if you accept them. By placing an online order through our RINNAI Online Store you agree to be bound by these Terms & Conditions.

### **1. Conditions of Sale**

**1.1** The terms and conditions set out in these Conditions of Sale shall be read and construed together with the Tax Invoice, to form the entire agreement ("**Agreement**") between RINNAI HOLDINGS (PACIFIC) PTE LTD and you in relation to the sale and purchase of the Product(s). The terms of this Agreement shall apply to the sale of the Product(s) to you to the exclusion of all other terms and conditions. Any and all previous course of dealings, written or oral understanding, discussions, representations, correspondence and communications between the Parties relating to the matters covered by the Agreement are hereby superseded.

**1.2** Neither these Conditions of Sale nor any Tax Invoice shall be modified unless specifically agreed in writing by RINNAI HOLDINGS (PACIFIC) PTE LTD. RINNAI HOLDINGS (PACIFIC) PTE LTD reserves the right to amend, supplement, update, revise or otherwise modify the terms of this Agreement at any time and at its sole discretion and such changes shall take immediate effect without prior notice.

**1.3** In the event of any inconsistency or conflict between a provision of these Conditions of Sale and a provision in the Tax Invoice, the provision in the Tax Invoice shall prevail.

### **Sale of Product**

**2.1** You shall pay RINNAI HOLDINGS (PACIFIC) PTE LTD the Price and amounts for each Product in the manner stated on the Tax Invoice. The whole of the Price must be fully paid prior to the delivery of the Product(s).

**2.2** Title and risk to the Product passes to you upon delivery of the Product at the designated premises.

### **3. Delivery**

**3.1** RINNAI HOLDINGS (PACIFIC) PTE LTD shall use reasonable efforts to procure the delivery of the Product(s) at the relevant delivery date(s) and time(s) and to the address(es) as specified in the Tax Invoice. Such date(s) and time(s) are provided to you by way of estimate only, and RINNAI may arrange for the Product(s) to be delivered at alternative date(s) and time(s).

**3.2** You must give RINNAI HOLDINGS (PACIFIC) PTE LTD at least three days' in advance notice if you wish to make any changes to the scheduled delivery date(s) and time(s), or the delivery address(es) specified on the Tax Invoice.

**3.3** Time for delivery shall not be of the essence of the Agreement and RINNAI shall not be in any way liable for any delay or failure to deliver the Product(s) on any of the scheduled delivery dates and time(s).

**3.4** You shall ensure that you or your appointed representative is present at the designated premises to take delivery of the Product(s). If delivery has to be rescheduled, you must reimburse RINNAI for any costs and expenses which RINNAI may incur for having to reschedule the delivery of the Product(s).

#### **4. Warranties**

**4.1** RINNAI HOLDINGS (PACIFIC) PTE LTD states that all spare parts and accessories have no warranty period as they are considered as Wear & Tear items.

#### **5. Returns, Exchanges and Cancellations by you**

**5.1** There are no refunds for accessories but exchange only. You shall promptly notify if you wish to exchange any Product. In the event that you wish to cancel your agreement to purchase any Product or exchange any Product before the Product is delivered to you, RINNAI HOLDINGS (PACIFIC) PTE LTD may at its sole discretion consent to such cancellation or exchange.

**5.2** In the event that you wish to exchange a Product after the Product has been delivered to you, RINNAI may at its sole discretion consent to such cancellation, return or exchange, provided that:

- **5.2.1** Please email to our Customer Service at [e-sales@rinnai.sg](mailto:e-sales@rinnai.sg) of your wish to cancel / exchange of your purchase of the Product.
- **5.2.2** For Returns and Exchanges, please email to our Customer Services at [e-sales@rinnai.sg](mailto:e-sales@rinnai.sg) to obtain a Return Merchandise Authorisation (RMA) Number. After receiving a RMA Number, place the item securely in your original Packaging and include your proof of purchase, and mail your return to the following Address :

**RINNAI HOLDINGS (PACIFIC) PTE LTD**

**ATTN : RETURNS**

**RMA #xxxxxx**

**61 Ubi Road 1, #02-20 & 21  
Oxley Bizhub Singapore 408727**

The return / shipping charges will be bare by shipper. We strongly recommend that you use a trackable method to mail your returns.

Upon receiving your items, we will ship your exchange item within 5-7 working days.

- **5.2.3** Spare parts delivery is only limited within Singapore. No international shipment.
- **5.2.4** In the event that your returns got lost in transit, we RINNAI HOLDING (PACIFIC) PTE LTD will not bear the charges involved nor hold responsibility of the lost returns.