

WARRANTY

Standard Return Policy

There are a few important things to keep in mind when returning a product you purchased from us.

- You have 14 calendar days to return an item from the date you received it.
- Only items that have been purchased directly from Crego Sdn Bhd, either through the online store or other offline methods can be returned.
- Please ensure that the item you're returning is repackaged with all the cords, adapters and documentation that were included when you received it.

There are some items, however, that are ineligible for return, including:

- Product that is damaged or not functioning due to customer self-negligence.
- Product with missing parts or documentations.
- Product that has been modified repaired or dismantled.

How to Return a Product

To return an item to us, go to your account at www.cregostore.com with your username and password. After you sign in, you will see the items on your most recent order. Locate the item you want to return and print out the invoice. On the homepage footer, under the Useful Links, click "Return Form". Print out the return form and fill it up accordingly.

Next, attached the documents together and place it safely inside the parcel together with your product. We recommend using the original packaging with additional carton. Verify the return item and the return addresses on your delivery slip provided from by your courier service. Once you have verified your return details, affix the delivery slip to the top side on the box. Make sure the box is sealed properly. If you have multiple items to return, you may pack them in a single box with the packing slip.

You can either schedule a pick up with the carrier or drop off the package at any of the carrier's locations throughout Malaysia. The shipping fee and other miscellaneous fees incurred during the delivery is borne by the customer.

10 YEARS MOTOR WARRANTY

Silent Swirl Juicifiers are backed by a comprehensive, 10 years motor warranty and 1 year warranty on parts.

Scope of Warranty Coverage

- All parts that may have defects or do not work as intended or designed upon purchasing and are not due to self-negligence, mishandling and other similar situations.
- Warranty is limited within the country where the product is purchased and the coverage is valid from the date of purchase to the specified warranty period. Any proof of purchase, including receipts, online transaction number or emails from Crego Sdn Bhd can be deemed for warranty claims.
- Warranty extends to cover parts for repair and exchange with no charges within the warranty period except in the situations outlined below.

Warranty does not protect against:

- Water damage
- Modifications to the product
- Accidental or purposeful drops
- Damage resulting from attempted customer repairs
- Motor overload due to prolonged usage or 'heavy duty' usage
- Mishandling that causes the parts to crack, break, bend or defects arising from inappropriate use by customer
- New damages unrelated to the original

Limited Warranty

- Company warrants to you that from the date the Parts or Accessories are provided to you and for the period of your product so long as you remain the owner ("Warranty Period"), each Part and Accessory provided to you under this Agreement will be materially free of manufacturing defects. Company's sole obligation, and your sole remedy, under this warranty is limited to, at Company's sole discretion, repair or replacement of the defective Part or Accessory. This warranty is non-transferable.
- Company's obligations under this warranty are conditioned on your prompt notification to either the online store www.cregostore.com or Company of any warranty claim and complying with Company's then-current warranty procedures provided to you. This warranty specifically excludes (i) any Part or Accessory that was altered, repaired, or modified by a party other than Company without Company's prior written consent; (ii) any defects, damage or errors that (1) occurred after shipping by Company, (2) were the result of improper testing, installation, storage, mishandling, abuse, misuse, accident or causes other than ordinary use of the Part or Accessory, or (3) use of the Part or Accessory in conjunction with another product which is incompatible, or of an inferior quality; (iii) warranty claims by any individual other than you, or warranty claims after the Warranty Period; and (iv) any warranty claim for which Company determines that there is no defect in the returned Part or Accessory.
- For repair-related warranty claims, Company will issue a Return Materials Authorization ("RMA") shipping label to you through the Site. You must return the device using proper packaging, with the RMA label on the outside of the box. You must comply with the additional warranty and return procedures provided to you by Company. You assume risk of loss or damage to any Part or Accessory returned to Company for repair or replacement until delivery to Company.
- EXCEPT AS EXPRESSLY SET FORTH HEREIN, NEITHER CREGOSTORE, COMPANY, NOR THEIR SUPPLIERS OR LICENSORS MAKE ANY REPRESENTATIONS OR WARRANTIES REGARDING THE PARTS OR ACCESSORIES. ALL PARTS AND ACCESSORIES ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, AND ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED. No advice or information, whether oral or written, obtained by you from cregostore.com or otherwise will create any warranty, representation or guarantee by Company not expressly stated herein.

Limitation of Liability

NOTWITHSTANDING ANYTHING IN THIS AGREEMENT TO THE CONTRARY, COMPANY WILL NOT BE RESPONSIBLE OR LIABLE TO YOU UNDER ANY CONTRACT, TORT, STRICT LIABILITY OR OTHER THEORY FOR ANY DAMAGES RELATED TO YOUR USE OF THE PARTS OR SERVICES, INCLUDING WITHOUT LIMITATION (A) FOR ERROR OR INTERRUPTION OF USE, LOSS OR CORRUPTION OF DATA, COST OF PROCUREMENT OF SUBSTITUTE GOODS, SERVICES OR

TECHNOLOGY, OR LOSS OF BUSINESS; (B) FOR ANY INDIRECT, EXEMPLARY, INCIDENTAL, SPECIAL, PUNITIVE, RELIANCE OR CONSEQUENTIAL DAMAGES OR FOR LOSS OF PROFITS; OR (C) FOR ANY AMOUNTS THAT ARE IN EXCESS OF THE TOTAL AMOUNTS PAID BY YOU FOR THE PART OR ACCESSORY FROM WHICH SUCH DAMAGE AROSE. Some jurisdictions do not allow the exclusion of certain warranties or the limitation or exclusion of liability for incidental or consequential damages, AND accordingly, some of the above limitations and disclaimers may not apply to you. To the extent that we may not, as a matter of applicable law, disclaim any implied warranty or limit liabilities, the scope and duration of such warranty and the extent of our liability will be the minimum permitted under such applicable law.

- If a customer device is irreparably damaged as a direct result of a repair attempted by Company and payment has been rendered, the customer is entitled to a fully functional refurbished device of equal or greater value of the damaged device based on its model and condition as received and with the original repair issue resolved, or the monetary equivalent of fair market value of the device in that condition as determined by Company. If payment was not rendered for service, the repair quote shall be deducted from the value, or a refurbished device of the same damaged condition as received shall be offered. In order to receive a replacement device, the customer's damaged device must be rendered to Crego Sdn Bhd.

The normal turnaround time for repairs mailed to Crego Sdn Bhd in Repair Department is approximately 10-14 business days, but often less. This includes shipping time to and from your location. While repairs are normally processed on a first come first serve basis, special situations may qualify for "rush" repairs. In the case that a repair is not returned to you in a timely manner, a fully functional refurbished device of equal or greater value and like condition will be offered to you.

All customers requesting Crego Sdn Bhd or the Company repair services agree to the following conditions:

Crego™ Work Authorization and Service Waiver

I authorize Crego to perform repair work on my Silent Swirl Juicifier. I understand that the Crego repair specialists have been trained to perform Silent Swirl Juicifier repairs. I agree to release, indemnify, and hold Crego Sdn Bhd from liability for any claims or damages of any kind or description that may arise from any repair work performed on the Silent Swirl Juicifier, unless it is caused by severe negligence of Crego, or its agent.

I understand that repairs or technical support rendered by Crego Sdn Bhd may void manufacturer warranties for the motor. Crego Sdn Bhd and its affiliates do not assume any liability or warranty in the event that the manufacturer warranties are voided but may, at its sole discretion, offer its own warranty on the parts and/or services performed.

I further understand that it is my responsibility to inform Crego Sdn Bhd accurately with regard to the model description and condition of my device, as well as whether any modifications or repairs have previously been attempted or completed. A Crego repair specialist will perform a check-in diagnosis of my device to evaluate its condition. If the device arrives at Crego in noticeably different condition than previously described, I acknowledge that additional charges may apply. I understand that a Crego repair specialist will contact me to discuss the discrepancies and potential additional costs.

As the customer, I recognize that the careful shipping of my device to Crego Sdn Bhd is my responsibility. If the product arrives with further damage, or is lost in transit, I bear full responsibility for that risk of loss as the shipper.

If any device should be lost or damaged further than the condition it was released to Crego in, Crego's liability will be limited to the cost of repair or replacement of the device in its condition at the time of transfer to Crego based on current fair market value. Crego's liability for damages from any cause when it comes to repairing your product is limited to the cost of the repair service or a comparable replacement device. Crego Sdn Bhd and its affiliates have no liability whatsoever for indirect or consequential damages resulting from a repair or repair attempt or lost profits or revenue of the customer.

Warranty Terms

As part of the repair services provided to the Customer ("You"), the "Crego" Mail In Repair Department is providing replacement parts ("Parts") and accessories ("Accessories") supplied by Crego Sdn Bhd. ("Company"). Company has the rights to oblige decisions regarding your use of, and rights related to, the Parts and Accessories.

For any enquiries, please contact support@cregostore.com for assistance.