



N.V.K. Inter Co., Ltd.

1/5 Soi Phaholyothin 40, Phaholyothin Rd.,

Sanambinikom, Chatuchak, Bangkok 10900

Tax ID 0105530008819

Product Warranty Conditions

1. Product warranty covers only normal use in accordance with the user guide. NVK does not provide warranty for products that are damaged due to abnormal use, damages that are beyond the scope of warranty, such as improper use, storage in inappropriate environment, operating system and peripheral equipment that do not meet the specifications of the user guide, or peripheral equipment settings and the equipment are not compatible with the product's intended use, product damage by animals or insects that enter the product, disassembly, opening, modification or repair of any part by a party other than the company, damage caused by natural disasters, or force majeure, damage caused by electrical surges or water damage, etc. The customer shall solely be responsible for the replacement parts costs.

*** In case that the delivered product has a manufacturing defect that does not comply with the warranty policy of the manufacturer, which usually covers 7 days (counted from the date on the receipt), we reserve the right to cancel the warranty coverage if the damage is caused by improper use.

2. Clearance Stock products are not covered by warranty as stated in the conditions.
3. Product warranty channels
 - Contact N.V.K. Inter Co., Ltd. 1/5 Soi Phaholyothin 40, Phaholyothin Rd., Sanambinikom, Chatuchak, Bangkok 10900
 - Through dealers or retail stores where you purchased.
 - Fill in the information and send the repair request form and the product via postal service to the company, clearly indicating the reason for repair.
4. Repair and equipment testing duration
 - If the customer visits the company in person to receive service, and there is a defect and it is covered by the warranty, the customer can wait to receive the repaired or replaced product.
 - If the customer visits the company in person to receive service, but no defect is found as reported by the customer, the company will test the product and notify the customer of the problem or replace the product for the customer within 3 business days.
 - If the customer sends the product via postal service, the product will be tested, and a replacement will be returned if the defect is covered by the warranty within 7 business days, and no shipping fee will be charged.

Notes:

- To request a warranty service, please bring the product and the power supply.
- Please keep the receipt as proof of warranty.
- Please clearly indicate the defect, the contact information, for the convenience and efficiency of the service.

For more information, please contact 02-940-2070 # 3