

## Annex A: Suggested Questions Pertaining to Repair and Warranty

### **Box 1. Consumer Checklist**

**Coverage** – What does the warranty cover and for how long?

*(Warranties usually only cover defects, and not wear-and-tear or misuse)*

**Benefits** – What extra benefits does the warranty offer?

*(Some warranties may include additional benefits such as complimentary maintenance checks, free on-site repair, or free replacement)*

**Repair** – Who can repair, what is the repair process and how long will it take?

*(For example, whether warranty repairs are conducted by manufacturers or authorised service centres, steps required by consumers to claim warranty repairs, and typical turnaround times)*

**Fees** – Are there additional fees for warranty repairs?

*(For example, service calls, labour or transportational costs)*

**Conditions** – Are there any conditions to keep the warranty valid?

*(For example, serial number must not be tampered with, or product must be solely for domestic use in Singapore)*