

Schneider Electric Vietnam Limited
Customer Care Center

Ho Chi Minh City, June 1st 2016

SEVL WARRANTY POLICY

Dear Valued Partner and Customer,

First of all, we thank you very much for your kind co-operation so far. Schneider Electric Vietnam would like to inform you about our Warranty Policy as following:

1. Warranty is based on the signed Contract between SEVL and Customer in any cases.
2. Schneider Electric Vietnam Limited (SEVL) only warrants the defective product for Direct Customer. Indirect Customer has to raise the request to their Seller (Retailer/ Distributor/ Contractor).
3. Customer has to provide the required information as following for warranty request: Contract# (or PO#); Product Symptom; Serial# (and/or Product Datecode).
4. A product is considered defective if a customer observes a difference between its real characteristics and those announced by Schneider Electric or by the standards that the product is supposed to meet.
5. The defective product can be replaced, at the choice of Schneider Electric by a new/ refurbished/ repaired product.
6. The end of the warranty period of the product delivered in replacement is the same as the end of the warranty of the original product, with a minimum of 3 months.
7. Customer has to deliver the defective product to SEVL office unless there is an approval for special cases. Delivery cost will be born by customer. In case the issues are caused by Schneider Electric, customer may claim us for those delivery invoices above 500kVND (applied for Direct Customer only; cost will be deducted on the next PO with Schneider Electric).
8. If the defective component/ product is not returned to Schneider Electric within 30 days (domestic) or 60 days (oversea) from the delivery date of the replacement component/ product, Schneider Electric will invoice that replacement.
9. Schneider Electric is not responsible if the product is NOT stored/ delivered/ installed/ tested/ used in the conditions specified in the Schneider Electric documents or in the standards that the product is supposed to meet; and/or any detection of modification in the product.

10. A special policy to support customer requests, named R1AL (Replace First, Ask Later): we will replace the new component/ product for customer first, then analyze to define the responsibilities/ liabilities. However, this policy will be valid if customer accept the conditions as following:

- o *Defective component/ product must be delivered to SEVL office for investigation,*
- o *After having the investigation report, if the issue is caused by Schneider Electric, we will bear the cost of above replacement. If the issue is caused by customer, customer has to bear the cost (product cost and labor cost if any),*
- o *If the defective component/ product is not returned to Schneider Electric within **30 days (domestic)** or **60 days (oversea)** from the delivery date of the replacement component/ product, Schneider Electric will invoice that replacement.*
- o *Defective product will be discarded after the investigation. Customer will not receive the defective component/ product with any results. Component/ product in replacement will not be allowed for trading purpose.*

11. Scope of warranty will be based on the Contract's Scope of Supply. Other requirements which beyond the Contract will subject to Schneider Electric's Service charge.

12. Contact details as following. Other channels subject to delay accordingly:

- o Hotline: **1800 58 58 58** (24/7 for Technical Support)
- o Mailbox: customercare.vn@schneider-electric.com

Sincerely,

Schneider Electric Vietnam Limited

Nguyen La Vang
Customer Satisfaction & Quality Director

WARRANTY REQUEST FORM

CUSTOMER INFORMATION

- Company Name (*) :	
Phone :	
Fax :	
Address :	
- Contact Person :	
Fullname (*) :	
Email (*) :	
Handphone (*) :	
- Request Date (*) :	
- Expected Date :	
- Delivery (if warranty accepted) :	
Address (*) :	
Contact Name (*) :	
Contact Tel (*) :	
- Severity :	
- Project Name :	
- End-user :	

PRODUCT INFORMATION

No.	Reference (*)	Serial No./ Datecode (*)	Q'ty (*)	PO/ Contract No. (*)	Photos & Problem Details (*)	Remarks

(*): Compulsory

Notes:

- This request must be attached when delivering defective products to Schneider Electric Vietnam
- For any assistance, please feel free to contact us at Tollfree/ Mailbox:
1800 58 58 58
Customercare.vn@schneider-electric.com
- First reply will be sent within 3 days after receiving all information.

Signature