

Technics 14 Days Satisfaction Guarantee Free Return Acceptance Terms & Conditions

1. Participation in this money back guarantee is deemed acceptance of Panasonic Malaysia Sdn Bhd's (Company No. 197601000977 [26975-W]) ("Panasonic") Terms & Conditions, Terms of Use (https://club.panasonic.com/my_en/terms-conditions), Privacy Policy (https://club.panasonic.com/my_en/privacy-policy); and Personal Data Protection Notice (https://club.panasonic.com/my_en/pdpa) shown on our website.
2. Visit (https://club.panasonic.com/my_en/technics) Technics EAH-AZ60 / EAH-AZ40 / EAH-A800E 14 Days Satisfaction Guarantee FREE Return campaign page.
3. To return the purchased Technics EAH-AZ60 / EAH-AZ40 / EAH-A800E, email the following to direct@my.panasonic.com:

Personal Details:

- 1) Name
- 2) Mobile No
- 3) Bank Account No

Proof of Purchase:

- 1) Order No
- 2) Delivery Order Receipt
- 3) Product Photo

4. It is the sole responsibility of the purchaser to complete the requested details. Panasonic takes no responsibility for late or incorrect details.
5. Any cost associated with accessing the promotional website and cost of returning the product is the customer's responsibility. The customer is responsible for any postage costs when returning their Technics true wireless earbuds EAH-AZ60E, EAH-AZ40E or headphones EAH-A800E.
6. Refund is only claimable if Panasonic receives the product within 14 days from the purchase date and if, in the opinion of Panasonic, has been used in the recommended manner. The product returned must include all original packaging and accessories in good working order.

The product must be shipped to: **Attn: Rafdah Mohamad Sharif, Technics 14-day, Panasonic Malaysia Sdn Bhd (Pusat Logistik), Lot P.T 324, Lion Industrial Park, Jalan SU 8, Phase II, Seksyen 22, Off Persiaran Tengku Ampuan, 40300 Shah Alam, Selangor.**

We highly recommend using tracked courier/postage as we will not be responsible for any products lost and/or damaged in the post. We cannot accept any drop offs as most of our staff are working offsite.

7. This offer is in addition to and does not replace your statutory rights and protections.
8. No responsibility will be accepted for late, lost or misdirected mail/parcels.

Satisfaction Guarantee Refund Fulfilment

9. If your redemption meets all of the Terms & Conditions and/or your Bank Account Details are correct you should receive the refund within 4 weeks. If you have not received it within this time please email to direct@panasonic.com.my with your details. Refund does not include postage costs for the return of the product.

Eligibility

10. This Promotion is open to all Malaysian residents. Employees and directors of Panasonic and/or its related companies or any agencies involved in this Promotion, and the immediate families of each of those persons are eligible to participate in this Promotion provided they purchase the “Promotional Offer” through Panasonic Malaysia Online Store. 14 Days FREE Return is only eligible if purchased during campaign period from 15 February to 31 March 2023.

Personal Info

11. Panasonic collects personal information to promote Panasonic products and also to deliver promotional gifts and prizes to participants. All entries received become the property of Panasonic. Please refer to the Privacy Policy (<https://club.panasonic.com/my/en/privacy-policy>) for more information.

Liability

12. Except for any liability that cannot be excluded by law, Panasonic Malaysia Sdn Bhd (including its employees and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of the Promotion, including, but not limited to, where arising out of the following: (a) any technical difficulties or equipment malfunction (whether or not under Panasonic's control); (b) any theft, unauthorised access or third party interference; (c) any entry or prize redemption that is late, lost, altered, damaged or misdirected (whether or not after their receipt by Panasonic) due to any reason beyond the reasonable control of Panasonic; (d) any variation in gift value to that stated in these Terms and Conditions; or (e) use of a gift.

Alter/Conclude

13. Panasonic Malaysia Sdn Bhd reserves the right to extend, alter or conclude this Promotion at any time should circumstances dictate. If any participant is found to be abusing this promotion, Panasonic Malaysia Sdn Bhd has the right to terminate their redemption rights immediately. Should any disputes arise, the decision of Panasonic Malaysia Sdn Bhd is final.

Communication

14. For any queries or concerns please contact Panasonic Malaysia Online Store Hotline on direct@my.panasonic.com or 017-232 6642.