

Removal of 30 Days Trial Money Back Guarantee for WD1438

As part of the continuous improvement journey of our Rent-To-Own business, we have assessed that the market has reached a healthy confidence level in our Rent-To-Own product.

Therefore, the 30 Days Trial money back guarantee for our 10/6KG WASHER DRYER WD1438 will be discontinued **from 1 March 2023 onwards**. All other value propositions for this product remains unchanged. This applies to both outright sales and Rent-To-Own sales.

Customers who purchase this product on 28 February 2023 or before this date will still enjoy the 30 Days Trial Money Back Guarantee. The purchase date will be based on the customer's Sales Order date. The 30-day period will commence from the date of installation, as per usual practice.

Customers who purchase this product on 1 March 2023 onwards, according to the customer's Sales Order date, will no longer be entitled to the 30 Days Trial Money Back Guarantee.

Yours sincerely,

Joshua Hooi
Head of D2C
Khind Marketing (M) Sdn Bhd



KHIND 10kg/6kg Washer Dryer WD1438 30-day Trial Policy (Terms and Conditions)



Within 30 days of receiving your product, if you are not satisfied, you may initiate a return and get a refund from us. Let us know by sending an email to khindonline@khind.com and your payment will be fully refunded once it is collected and checked to our satisfaction.

Please send an email to khindonline@khind.com with the following details: -

- i) Name
- ii) IC Number
- iii) Email
- iv) Mobile No
- v) Bank details for refund (if approved)
- vi) Item serial no
- vii) Reason of cancellation

Terms and Conditions:

- To be eligible, you must be using the KHIND 10/6kg Washer Dryer WD1438 for at least 14 days from date of delivery.
- An email request **MUST** be sent to khindonline@khind.com within 30-days of receiving your product, any requests beyond the said period will not be entertained.
- We will contact you within 3 working days to verify and confirm on the return request. Should you be unreachable within 3 working days from your request, your return request may be rejected.
- You must be available to schedule for a pick-up within 6 working days from the day we contact you or your return may be rejected.
- Your pick-up address must be the same as the delivery address that has been fulfilled by KHIND.
- This 30-day trial is limited to 1 washer dryer per household only.
- You will not be eligible for the 30-day trial period for any future orders on KHIND's Washer Dryers. We identify such customers based on name, household address, phone number, email address, or any other relevant information.
- The returned washer dryer must be in good condition. If the washer dryer is broken or damaged, you may not be granted a full refund. Additional charges may be incurred based on the degree of damages on the washer dryer, assessed by the technical team from KHIND Customer Service.
- We reserve all rights to refuse your return request if we believe that you are returning for reasons other than dissatisfaction with the product.
- If you are not at home during pick-up that is scheduled beforehand and our pick up team has to reschedule another visit within 3 days, an additional RM150 pick-up fee will be charged to cover any additional expenses incurred for the pick-up.

If any of the above terms are not accepted and/or met, the return will be and your monthly subscription will continue with no refund being entertained by KHIND.