



WARRANTY CLAIMS

CLAIMS PROCEDURE:

1. In event of a claim, customer should contact the KMP distributor from which they obtained the KMP Brand products. All settlement will be discussed and decided between the KMP distributor and KMP.
2. Distributors are responsible for completing the "KMP Product Feedback Form".
3. After obtaining instructions from KMP, distributors are to arrange the return of product to a location as determined by KMP.
4. Should the product be deemed to qualify for claim, KMP will proceed to replace or reimburse via the distributor. Should the product be deemed to not qualify for claim, KMP will retain the product for a period of 60 days before disposal.

索赔程序:

1. 用户应与 KMP 经销商联系提出索赔要求。所有索赔事宜的磋商应在 KMP 经销商和 KMP 之间进行。
2. KMP 经销商负责填写 "KMP 产品反馈表格"。
3. 在得到 KMP 正式批准后, KMP 经销商将安排把相关配件返回 KMP 指定地点 (所有运输费用应由用户或经销商承担, 但 KMP 不排除运费到付)。
4. 经 KMP 评估后, 如果 KMP 确认产品属于质量保证范围内, KMP 将通过经销商处理索赔事宜。如产品不在索赔范围内, KMP 将在做出拒赔决定后把产品代为保管 60 天然后废弃。