

## Safety 5 Qs & As

update 12<sup>th</sup> Sept. 2023.

**1. What is Safety 5 ?**

It is a repair warranty that cover your products for repairs due to mechanical and electrical failure. Accumulated repairs cost will cover up to 100% of the product purchase price before GST.

**2. What is the period of coverage ?**

Total 5 years for Consumer Electrical products inclusive of Agent Warranty (excluding display sets and Samsung TVs not registered sets).

Total 3 years for IT products inclusive of Agent Warranty.

**3. How to activate the repair service for my product/s ?**

Contact to the respective Agent during Agent Warranty period.

After Agent Warranty, contact Safety 5 , Tel. 67334901 or email to

[Safety5ew@bestdenki.com.sg](mailto:Safety5ew@bestdenki.com.sg)

**4. What products are entitled to Home Service / On site repair ?**

TV, Audio System, Fridge, Freezer, Wine Chiller, Washer,

Dryer, system air-condition, built in gas range products , convectional microwave oven, desktop, laptop and any other bulky items that will be included from time to time.

**5. Portable , small gadgets will have to be send by customer to respective Agent Service Center for repair. Upfront payment may be required for some Agents.**

**6. What happen if my product cannot be repaired ?**

BDS will discharge the set and compensate you with Best Denki Gift voucher.

**7. Product replaced during Agent Warranty will continue Safety 5 coverage as per original purchase date and price.**

Customer need to provide original documents to Safety 5 department for verification and record.

**8. Cleaning / Servicing included in the Safety 5 coverage ?**

Cleaning / Servicing is not included for all product inclusive of Aircon , Washing machines etc.

**9. Can I get a loan set when my machine is removed for repair ?**

No loan set will be provided. Best effort will be made to return the set soonest if spare parts are available.

**10. Safety 5 EW is not transferable to third parties.**

**\*\*\* Please refer to Safety 5 Terms & Conditions for more details.**