

09 January 2024

To Whom It May Concern,

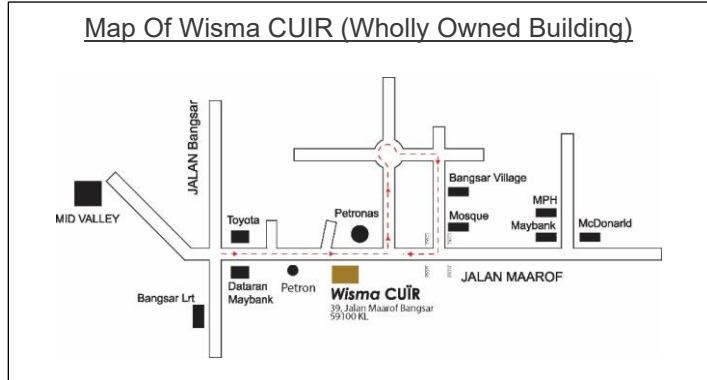
Dear Sir/Madam,

Re: Barry Smith's Warranty Policy Summary

For any inquiries regarding repair services, please contact our team using the following contact details:

Repair Centre / Headquarter (HQ)

Address : Wisma CUIR, 2nd Floor
No 39, Jalan Maarof Bangsar
59100 Kuala Lumpur
Telephone : +603-2288 8899
Fax : +603-2288 8811
WhatsApp : +6018-2222299
Email : sales@cuirgroup.com



Operating Hours:

Monday to Friday: 09:00 AM - 6:00 PM | **Lunch Hour:** 12:00 PM - 1:00 PM except Friday (12:00-2:00 PM)

Saturday: 10:00 AM - 3:30 PM | **Lunch Hour:** 12:00 - 1:00 PM

We aim to provide you with a concise summary of Barry Smith's warranty policy for your convenience.

Warranty Card



1. Warranty Coverage:

- Our comprehensive warranty provides protection against manufacturing defects and faulty workmanship in our products. Our repair services cover commonly problematic components like the trolley, roller, handle, lock, and various accessories, excluding the zipper itself due to wear and tear. Please be aware that a minimum labour cost may be applied based on the complexity of the repair.
- Upon your arrival at the airport, we highly recommend thoroughly inspecting your product as soon as you collect it. In the unfortunate event that your product sustains damage during transit, it is crucial to promptly file a claim with the transit or airlines company. They are responsible for insuring your product against any damages that may occur at the place of arrival. It is important to note that any damage caused by the airlines is not covered under warranty.



- Please refer to the warranty card attached to the luggage for more information.

2. Duration of Warranty:

The duration of the warranty may vary depending on the specific product. In this case, the warranty is valid until 31 Dec 2026.

3. Warranty Claims:

- If you encounter any issues covered by the warranty, please contact our customer service team as soon as possible (as mentioned in the above contact details).
- **If I make a claim, how will it affect my warranty?**
When a claim is made and the product is repaired under the warranty, the remaining time left on the existing warranty will remain valid, without any extension.
- In the event that you need to make a claim under the warranty, please note that you will be responsible for covering all costs associated with sending the product to repair centre @ Bangsar (HQ). This is the standard procedure for all brands in the market.

4. Exclusions:

It is important to note that the body of the item falls under the category of wear and tear and is not covered by our repair service.

5. Proof of Purchase:

To initiate a warranty claim, you will be required to provide a valid proof of purchase, such as a receipt or invoice. However, in this particular scenario, there is no need to provide any documentation as the expired warranty has been fixed until December 31, 2026. Nonetheless, if possible, it would be advisable to keep a duplicate of the purchase receipt or invoice from Carlsberg.

6. Resolution Process:

- Once we receive your warranty claim, our team will carefully evaluate the issue and determine the most appropriate course of action. This may involve repair, replacement, or it will depend on the nature of the problem and the availability of the product.
- If any defects are discovered upon receiving the goods, you have the option to exchange the product for a new one by returning it in its original packaging, provided that the product is unused. However, if the product has already been used, we will treat it as a repair case and provide suitable guidance on whether it can be repaired.
- We highly advise you to directly send the defective product to our repair centre located in Bangsar (as mentioned-above) in order to expedite the repair process, as all repair work will be handled at the Bangsar repair centre.

We trust that this summary has provided you with a comprehensive understanding of Barry Smith's warranty policy. If you have any further inquiries or require additional information, please feel free to contact our customer service team.

Best regards,
Barry Smith Customer Support