

EQUIPMENT FOR CHAMPIONS



COURT

ATHLETICS

FIELD

SPORTS COMPONENTS

V03 Revised on 2nd October 2024

AFN PRODUCTS

WARRANTY STATEMENT

COURT EQUIPMENT | ATHLETICS EQUIPMENT | FIELD EQUIPMENT | SPORTS COMPONENTS

Thank you for choosing AFN Sports Equipment Sdn. Bhd. as your trusted provider of quality sports equipment. We offer a limited warranty that applies to all products manufactured by us, providing protection against any manufacturing fault and material defects, based on the specific product types. It underscores our assurance in the reliability and performance of our products.

We encourage you to review the enclosed warranty details and retain it for future reference. Please do not hesitate to contact us for any assistance or inquiries related to our warranty coverage.

WARRANTY CONDITION

The use of the product automatically implies the full acceptance of all warranty conditions given hereunder.

1. This warranty is valid only if the equipment is installed and maintained according to the manufacturer's specifications and exclusively by trained personnel.
2. In the event of a warranty claim, AFN Sports Equipment Sdn. Bhd. reserves the right to determine the validity of the claim.
3. To maintain warranty validity, the product must be unpacked and inspected within 2 weeks of receipt; failure to do so will void the warranty coverage.
4. If any equipment or associated parts are found to be defective or missing upon unpacking within 2 weeks of receipt of goods and the cause of defect and missing items are not a result of damage during transportation, environmental factors, and improper storage, AFN Sports Equipment Sdn. Bhd. will provide free repair or replacement within 30 days of receipt of complaint.
5. If a product is replaced during the Warranty Period, the replacement product will be warranted for the remainder of the Warranty Period of the original product.
6. AFN Sports Equipment Sdn. Bhd. does not warrant that it will be able to repair any product under this warranty or provide a replacement product that meets all the characteristics and functionalities of the original product.
7. Scheduled maintenance shall take place routinely according to the maintenance guide stated in our installation guide and the warranty only valid if the maintenance record is complete.
8. AFN's service personnel reserve the right to decline service for equipment located in inaccessible locations.
9. In the event of a defect, please note that customers with outstanding payments will not be eligible for service until full payment has been received.
10. This warranty statement should be read in conjunction to AFN Sports Equipment's Terms and Conditions of Trade.
11. Please note that certain terms and conditions stated may not universally apply to all products unless explicitly specified. For additional clarifications, we advise consulting a sales representative from AFN Sports Equipment Sdn. Bhd. for further details.

WARRANTY PERIOD

AFN Sports Equipment Sdn. Bhd. fabricates a wide range of sports equipment and components. Herein, you will find details regarding the extent and duration of the coverage for different products based on their composition.

NO.	ITEMS	WARRANTY PERIOD
1.	Aluminium Structure and Parts	2 years
	This covers in-house produced structures for all sports equipment as outlined in our brochure.	
2.	Sports Components	
	Sports components encompass the accessories, components, and/or items as stated in our sports components' brochure. The warranty periods vary based on the composition used, unless specifically mentioned otherwise for the item.	
2.1	Motor for Divider Curtain	5 years
2.2	Acrylic and Plastic made Components	1 year
2.3	Wood and Fiberglass made Components	1 year
2.4	PP and/or PE Net and Rope	1 year
2.5	Padding Foam	1 year
2.6	PVC Canvas and Mesh	1 year
2.7	Wheels	1 year
2.8	Leather Bucket Seats for Player Champ	6 months
2.9	Tempered Glass made Components	6 months

Warranty commences from the date of invoice. The warranty coverage for each part of the product will be determined by the composition used in its construction. In the event that the product is comprised of different compositions, each component will be warranted based on its specific composition.

Items not explicitly detailed herein, yet referenced in the sales order, such as any moving parts, painting, or non-aluminium products, are not within the scope of our coverage.

Please note that the warranty terms and conditions for trading items may vary. Trading items are sourced from different suppliers, and warranty information can be provided upon request after you have completed your purchase and settled the full payment.

EXPECTATION

Cooperation with AFN Sports Equipment Sdn. Bhd. service personnel during warranty service visits is expected to facilitate efficient resolution of any issues or concerns. Our representative will examine the product and decide, at its sole discretion, if it is covered under this warranty. If considered covered, AFN Sports Equipment Sdn. Bhd. through its own service operations, will then, at its sole discretion, replace it with the same or a comparable component. If it is covered by this warranty, we will pay the cost of replacing it, labour and travel for staff, that we incur, provided that the product is accessible for replacement without special expenditure.

This does not apply to any work not authorized by AFN Sports Equipment Sdn. Bhd. and any costs incurred from third-party labour or shipping in the repair or replacement process are not covered.

Please be aware that components covered by other suppliers may have differing expectations. While our team at AFN Sports Equipment Sdn. Bhd. will make every effort to assist you, it may be necessary to engage directly with the representatives of these suppliers.

EXCLUSION

Please note that components not purchased directly from AFN Sports Equipment Sdn. Bhd. are not covered under our warranty.

Other exclusions include:

- Defects that come from normal wear and tear;
- Defects that caused by accident, neglect, abuse, misuse, misapplication, improper installation, or any damage resulting from failure to follow the product's usage instructions;
- Defects caused by exposure to extreme natural conditions, natural disaster, fresh concrete, chemical liquids, substances, gases or other form;
- Defects caused by service (including repairs) performed by anyone other than an AFN Sports Equipment authorized representative;
- Defects caused by a modification of a product without AFN Sports Equipment's permission;
- Defects resulting from the construction of the site's substrate;
- Defects caused by vandalism, discoloration, stains, cuts, or scratches;
- Defects resulting from environmental factors and improper storage conditions that lead to trapped moisture or oxidation within the product packaging – specifically, any bubbling, blistering, colour changes, dullness, or whitish appearance on the product surface, are expressly excluded from warranty coverage;
- Defects arising from circumstances beyond AFN Sports Equipment's control will not be covered under this warranty. The determination of such circumstances will be made solely by AFN Sports Equipment;

For customers in the US only: some states do not allow the exclusion of incidental or consequential damage, so this exclusion may not apply to you.

JURISDICTION

This warranty is subject to the laws and regulations of Malaysia, where our product is produced. Any disputes arising from this warranty shall be governed by the applicable laws of Malaysia.

CONTACT

In the event of a defect within the applicable Warranty Period, it is imperative to promptly notify your designated sales representative by furnishing the following information:

1. Your full name;
2. Your complete address and contact number;
3. A copy of the valid proof of purchase;
4. Photographs depicting the defective area (if applicable).

Upon receipt of the aforementioned details, our sales representative will facilitate the initiation of the warranty claim process, providing necessary guidance and assistance throughout.

If you have any feedback, comments, questions, requests, and/or other communications regarding warranties, please contact us at info.afn@afnsports.com.

SUMMARY

The warranties provided herein are exclusive and replace all other express warranties. The sole remedy for breaches of any implied warranty shall be limited to repair of the defective frame in accordance with the terms outlined herein. AFN Sports Equipment Sdn Bhd shall not be liable for any consequential or incidental damages.