

IMPORTANT NOTICE FOR POLAR USERS

Re: POLAR SERVICES POLICY on POLAR Heart Rate Monitor and Accessories

- 1) All servicing (warranty or non-warranty) must be submitted by the end customer directly to the Polar Customer Care Centre and not through Dealers or Sales representative.
- 2) Customers are encouraged to go directly to Polar Customer Care Centre located at Petaling Jaya, Selangor for faster turnaround of service item(s) by courier services (especially for Outstation customer) at customer's own expenses.
- 3) If customer chooses to send the item(s) or to send the item(s) by courier service, it is advisable to insure the item(s) or it will be at owner's risk. Kindly pack the item(s) in a proper box, insert the box in the courier bag, seal the package and write down your contact details on the consignment note.
- 4) For outstation customer(s), they can have the option to pass the service item(s) to the nearest Fitness Concept outlet with the condition of a longer waiting period – maximum of 2 months. For the service matters, Polar Customer Care Technician will liaise directly with the customers.
- 5) Customer is required to fill-up the Polar Service Form and accepts and terms and conditions stated on the Service form. The service unit MUST be sent together with the Purchased receipt or Polar User Manual with dealer's company stamp, date of purchase and Sales Order number, if the product is still under warranty.
- 6) Polar Customer Care prefers to send the serviced item(s) back to the end customer directly, not through Fitness Concept outlets. For items out of warranty, the cost of delivery shall be paid by the Customer.
- 7) All Service cost (if any) must be paid before receiving the serviced item by making the payment into our banking account. The service department will advise on the bank details.
- 8) Any Dealer that comes to the Polar Customer Care Centre must fill up the service form, pay cash and collect the repaired item(s) from the Polar Customer Care Centre.
No special deliveries will be made on the serviced items to the Dealer. We will not be responsible for any technical explanation to your customer if the Dealer insists on bringing the item(s) for repair on the customer's behalf.
- 9) Please find below the address of the Polar Customer Care Centre :

Polar Customer Care Centre

**AGT Marketing Sdn Bhd (1177127-T)
A-G-02 Sunway Nexis 1
Jalan PJU 5/1 Kota Damansara
47810, Petaling Jaya
Selangor, Malaysia**

**Tel no: 03-76881301 Fax no: 03-76881302
Email : cs@agtmarketing.co**

**Opening hours: 9.30am to 6pm (Monday to Friday)
9.30am to 1.00pm (Saturday). Close on Sunday and Public Holidays.**