

1. Warranty Coverage

This warranty is provided by **Oka International Sdn Bhd** (“the Company”) for OKA products purchased through authorised channels only:

Product	Warranty Period	Coverage
Oka Food Detoxifier	1 Year	Manufacturing defects only
OkaAir Detoxifier / OkaAir Detoxifier V3	1 Year	Manufacturing defects only
Oka Go Detoxifier	1 Year	Manufacturing defects only
Oka Water System	1 Year	Manufacturing defects only
Oka Car Detoxifier v3	6 Months	Manufacturing defects only
Wear&Tear Parts (All Models)	30 Days	Functional defects of consumable / moving components

Wear&tear parts include, but are not limited to:

- Replacement filters and accessories
- O-rings and silicone seals
- Water float ball / moving valves
- Tubes, ceramic stones, connectors, and consumable adapters

(If unsure whether a part is considered wear&tear, please consult our service team)

2. Proof of Purchase

Warranty will only be valid with:

- Original purchase receipt or invoice; and
- Completed warranty registration (within **14 days** of purchase).

Failure to provide proof may result in claim rejection.

3. Warranty Conditions

- The Company will, at its option, **repair or replace** any defective part during the warranty period.
- Repaired or replaced parts become the property of the Company.
- Repair or replacement under this warranty shall be the **sole and exclusive remedy**.

4. Exclusions

This warranty **does not** cover damage arising from:

1. Misuse, abuse, mishandling, negligence or accidents.
2. Unauthorized repairs, modifications, or disassembly.
3. Improper installation, wiring, water supply, power supply, or operation outside the user manual.
4. Damage caused by lightning, fire, flood, or other natural disasters.
5. Normal **wear and tear** after the 3-month wear-and-tear warranty period.
6. Cosmetic damage (scratches, stains, discoloration, dents).
7. Using non-genuine parts, accessories, or consumables.
8. Commercial or industrial usage (unless stated otherwise).
9. Products purchased from **unauthorized dealers, online platforms, or grey-import channels**.

5. Wear&Tear Parts Warranty (30 Days)

Certain mechanical and consumable components naturally degrade through normal usage.

These are covered **ONLY for 30 Days** from the purchase date.

After 3 months, replacement of such parts will be chargeable.

This ensures fair coverage while recognizing natural component lifespan.

6. Limitation of Liability

- The Company's liability is limited to repair or replacement only.
- The Company shall **not be liable** for:
 - Loss of profit, loss of business, loss of opportunity
 - Emotional distress or reputational damage
 - Any form of consequential or incidental damages
- Transportation, delivery, or handling charges for service requests are **not covered**.

7. Authenticity&Authorized Channels

Warranty is valid **ONLY** for purchases from OKA authorised dealers, official platforms, or registered distributors.

Purchases from unauthorized online stores or resellers will **void the warranty immediately**.

8. Customer Responsibilities

- Use the product strictly according to the user manual.
- Maintain the unit in clean and proper condition.
- Provide proof of purchase and serial number during any claim.
- Ensure safe delivery of the product to the service center for inspection or repair.
- Register e-warranty upon purchase of product

9. Indemnity&Liability

The customer agrees to indemnify Oka International Sdn Bhd from any claims resulting from:

- Unauthorized modifications, misuse, or negligence
- Improper installation or non-compliance with the manual
- Use of incompatible accessories or third-party components

10. Governing Law

This warranty is governed by the **laws of Malaysia**, and any dispute shall be under the jurisdiction of Malaysian courts.

11. Customer Service&Registration

Warranty Activation:

Register within **14 days** at:

 www.okainternational.com

or via e-warranty link <https://forms.gle/TCPMKHLFchJHWHWF7>

Customer Enquiry Hotline: +603 6273 2282

Email: customerservice@okainternational.com

Service Center Address:

Oka International Sdn Bhd (789226D)

13-2, Jalan Tanjung 13/1, Bandar Sri Damansara,
52200 Kuala Lumpur, Malaysia.