



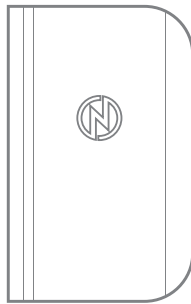
WARRANTY GUIDELINE

User

User claim warranty flow



NCIG

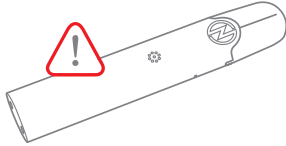


NCASE



NPOD

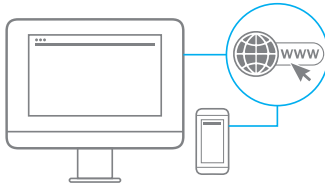
Step 1



User detect problem

- 1st problem detect

Step 2



User need to go to website for troubleshooting problem

- Need to analyse problem inside website

Step 3



User will communicate with customer Service

- Customer service will get incoming problem from user and need to communicate with user immediately

Step 4**If Fail to troubleshooting
(Case open)**

- If fail : Customer service will give to user ticket number for reference to user

**If Yes to troubleshooting
(Case Closed)**

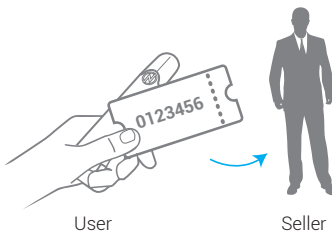
- If Yes : Case will close

Step 5

User

User will get ticket number

- User will get ticket number to claim a defect item with nearest seller

Step 6

User

Seller

**User will get replace item
from seller**

- Seller need to take damage item and give new one to user also note the ticket number and save as reference

Claim Policy

1. User need to make troubleshoot before claim item
2. User need to register warranty before claim
3. User need to get ticket number to claim item at seller

Claim cannot accept if

1. Dont have ticket number
2. Not bring damage item to replace
3. Not register warranty for NCIG
4. Item damage at user problem handling

Item can claim 1 to 1

1. NCIG
2. NCASE
3. NPOD

