

Warranty & Maintenance policy

WARRANTY AND MAINTENANCE POLICY

Warranty and maintenance coverage by HouzMAKEOVER, operated by MAJUHOME Concept MHF Distribution (hereinafter referred to as "HouzMAKEOVER"), is limited to the following:

1. Warranty
2. Maintenance / Repair

Based on the furniture's condition, our Maintenance Team will conduct an inspection to determine whether to repair the furniture or provide a one-to-one exchange, subject to specific terms and conditions. The Maintenance Team will assess the furniture's state and any damages to categorize them as either "defects" or "wear and tear" before proceeding with any repair or replacement.

INITIATING A WARRANTY CLAIM

To make a warranty claim, you can contact your assigned Transformer or reach out to our customer service through WhatsApp at +660166125631 or via email at estore@majuhome.com.my.

To initiate a claim, please provide the following information to facilitate the processing of your request:

1. Subscriber name
2. Subscriber order
3. Subscribed units / delivery address
4. Items of defect (supported by videos or pictures)

The Maintenance Team will inspect the items in question to determine whether the issue falls under "defect" or "wear and tear."

DEFECT

For defective products, we will exchange one furniture item for another without any additional charge. Please refer to the listing below for the eligible items.

WEAR AND TEAR

For products displaying wear and tear, the following fees will apply if the customer chooses to have them repaired. If an item cannot be repaired, the customer has the option to replace it with a new one for the fees listed below: -

1. RM 100 Processing Fees
2. Pricing for new items (per unit)
3. Transportation fees (see details below)

WARRANTY COVERAGE FOR PACKAGE SUBSCRIPTIONS

The following outlines the warranty coverage for package items:

No.	Category	Items	Warranty Covers	Warranty Duration
1	Furniture	1. Sofa 2. Coffee Table 3. TV Console 4. Chairs 5. Console Table / Chest Drawer 6. Dining Table 7. Wardrobe 8. Dressing Table and Stool 9. Bed Frame 10. Mattress	1. Furniture crumble due to installation or factory faulty (not caused by excessive weight or force). 2. Products defect (broken)	48 months from delivery date
			1. Hollow (only applicable to sofa cushion and mattress)	3 months from delivery date
2	Soft Furnishing	1. Throw Pillow 2. Throw Blanket 3. Bed Sheet 4. Quilt Filling 5. Carpet 6. Day Curtain 7. Night Curtain	None	Only during Quality Checking (QC)

3	Lighting and Fan	<ol style="list-style-type: none"> 1. Fan 2. Track Light 3. Down Light 4. Table Lamp 5. Floor Lamp 6. Pendant / Ceiling Light 	<ol style="list-style-type: none"> 1. Installation faulty 2. Lights do not work 3. Fan wobble 	<p>3 months from delivery date;</p> <p>Manufacturer's duration (only Fan)</p>
4	Décor and others	<ol style="list-style-type: none"> 1. Painting/Photo Frame 2. Plant 3. Flowers 4. Vase 5. Leaves 6. Utensils 7. Tableware 8. Tray 9. Other decorative items 10. Mirror 	<ol style="list-style-type: none"> 1. Installation faulty 	<p>Only during Quality Checking (QC);</p> <p>48 months from delivery date (only if installation faulty)</p>
5	Kitchen	<ol style="list-style-type: none"> 1. Kitchen top 2. Kitchen Modular 3. Hood and Hob 4. Sink 5. Water Tap 	<ol style="list-style-type: none"> 1. Installation faulty 1. Product defect (cupboard not closed properly etc. 	<p>3 months</p>
6	All wood furniture	All furniture vulnerable to termite infestation	<ol style="list-style-type: none"> 1. Termite warranty on our furniture 	<p>6 months</p>

Here are the transportation fees for Wear and Tear items:

State	Areas	Outstation Charges (RM)
KL	All areas	FOC
Selangor	Bandar Baru Selayang, Gombak	FOC
Selangor	Bandar Baru Bangi, Hulu Langat	FOC
Selangor	Klang	FOC
Selangor	Teluk Datok, Kuala Langat	FOC
Selangor	Kuala Selangor	FOC
Selangor	Subang, Petaling, Puchong	FOC
Selangor	Salak Tinggi, Sepang	FOC
Putrajaya	All areas	FOC
Pahang	Genting Highland	650
Pahang	Bentong	650
Negeri Sembilan	Port Dickson	650
Negeri Sembilan	Seremban	650
Negeri Sembilan	Bandar Seri Jempol	650

Pahang	Tanah Rata, Cameron Highland	1,050
Pahang	Jerantut	1,050
Pahang	Temerloh	1,050
Pahang	Kuantan	1,050
Melaka	Ayer Keroh	1,050
Melaka	Jasin	1,050
Melaka	Alor Gajah	1,050
Melaka	Melaka City, Central Melaka	1,050
Perak	Bagan Datuk	1,050
Perak	Teluk Intan, Hilir Perak	1,050
Perak	Batu Gajah, Kinta, Ipoh	1,050
Perak	Kuala Kangsar	1,050
Perak	Taiping	1,050
Perak	Seri Manjung	1,050
Johor	Batu Pahat	1,250
Johor	Johor Bahru	1,250

Johor	Kluang	1,250
Johor	Kota Tinggi	1,250
Johor	Kulai	1,250
Johor	Muar	1,250
Johor	Pontian Kechil	1,250
Johor	Segamat	1,250
Penang	Bukit Mertajam, Central SP	1,250
Penang	Kepala Batas, North SP	1,250
Penang	George Town, Penang Island	1,250
Penang	Sungai Jawi, South SP	1,250
Penang	Balik Pulau, Penang Island	1,250
Perlis	Kangar	1,450
Kedah	Alor Setar, Kota Setar	1,450
Kedah	Sungai Petani, Kuala Muda	1,450
Kedah	Jitra, Kubang Pasu	1,450
Kedah	Kulim	1,450

Kedah	Pokok Sena	1,450
Kelantan	Kota Bharu	1,450
Terengganu	Kuala Terengganu	1,450
Terengganu	Kuala Nerus	1,450

Regions not specified in the list above are classified as suburban areas according to the Government of Malaysia and may be subject to additional costs depending on transportation availability.