



Our service commitment

Transparent pricing

Before any work begins, we will provide a clear and detailed estimate of the costs involved. No job will proceed without your explicit agreement on the price.

No hard sell

We promise to never pressure you into purchasing any products or services you do not need. Our recommendations are based solely on what is best for your vehicle and your safety.

Used parts

We will return any used parts removed from your vehicle upon request, provided the request is made when we return your vehicle.

Claim tyre procedure

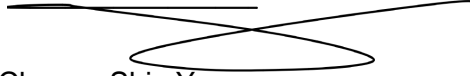
In the event that you experience damage to your tyre and suspect it is due to a product failure, we have established the following claim policy to ensure a fair and efficient resolution process.

- **Return procedure**
If you believe that your tyre has been damaged due to a product failure, kindly return the damaged tyre to our stores. Make sure to provide proof of purchase along with the damaged tyre.
- **Manufacturer inspection**
Upon receiving the damaged tyre, we will promptly submit it to the manufacturer for a thorough inspection. The manufacturer will assess whether the damage is a result of a product failure or other external factors.
- **Refund process**
If the tyre damage is confirmed to be due to a product failure by the manufacturer according to their warranty policy, we will issue a refund based on the manufacturer's report. The refund amount will typically be determined based on the usage percentage of the tyre. This means that the refund will take into account the portion of the tyre's expected lifespan that was not utilized.
- **Non-product failure cases**
If the manufacturer's inspection determines that the tyre damage is not due to a product failure but rather caused by external factors such as road hazards, punctures, or improper maintenance, we regret to inform you that we will not be able to provide a refund.
- **Customer responsibilities**
To ensure a smooth claims process, it is essential for customers to retain their proof of purchase and adhere to the return procedure outlined above. Failure

to provide the necessary documentation may impact the processing of the claim.

For more information, please visit our website www.sweehing.com.my

Thank you for choosing us.



Chuang Shin Yang
General Manager
Swee Hing Tyres Sdn Bhd
Swee Hing Enterprise (M) Sdn Bhd
Sulate Enterprise Sdn Bhd
Sulate Tyres Sdn Bhd