



SHIELD CARE^{EW} TERMS | CONDITIONS

DEFINITIONS

- "You" and "Your" indicates the purchaser of this extended warranty plan service or the person to whom it was properly transferred.
- "We", "us", "our" or "ours" refer to the Administrator of this service plan
- "SHIELD CARE^{EW}" the extended warranty plan product brand

GENERAL

1. This SHIELD CARE^{EW} an extended warranty plan and contract are applicable for IT products accepted by us and valid in Malaysia only.
2. This SHIELD CARE^{EW} an extended warranty coverage period is valid for as mention calendar year which stated in the SHIELD CARE^{EW} plan certificate or invoice. For covered inherent mechanical and electrical defects only and only to the extent provided by the manufacturer of the Product: and extended that Coverage for a further period commencing upon the expiry of the manufacturer's warranty.
3. This SHIELD CARE^{EW} contract provides free labour and parts replacement for all natural (manufacturer) defects arising from normal domestic use.
4. The repair and replacement of any parts of the product will be at the option of us.
5. All defective replaced spare parts shall not be returned to the owner and shall become the property of ours.
6. The SHIELD CARE^{EW} an extended warranty contract covers services provided by us and its Authorized Service Centers only.
7. The SHIELD CARE^{EW} (extended warranty) Card and Prove of Purchase (Invoice) must be presented at Service Counter before any repairing or service job to be carried out.
8. All claims on repair & replacement total cost of parts should not exceed the product purchase price (as stated in the product purchase invoice, under this SHIELD CARE^{EW} while it is in force). We reserve the right to replace the product or part under SHIELD CARE^{EW} contract, with a current equivalent model after attempt to repair the product failed.
9. In the event of theft this SHIELD CARE^{EW} contract is automatically cancelled with no refund.
10. We reserves the right to terminate any SHIELD CARE^{EW} contract with no refund by written notice to the owner in the event that, in the opinion of us, the product is used for the purposes other than for which the product was originally designed i.e. domestic use.
11. SHIELD CARE^{EW} plan does not cover:

It does not cover*

- Any incurred transportation charges or logistics fees
- Peripheral, accessories and consumable items such as batteries, tapes, charges, adaptors and all optional add-on parts.
- Damage resulting from wear and tear.
- Scratches on all surfaces and externally exposed parts resulting from any usage.
- Non-operating and cosmetic items, paint, color, or Product finish; accessories used in or with the Product; external cables and cords; glass and lens; add-on options incorporated.
- Defects or damage due to spills of or immersion in food or liquid.
- Products with warranty labels removed or incorrect or illegible brands, parts and serial numbers.
- Serial number on the product or parts has been altered, defaced in any way.
- Products disassembled or repaired in such a manner as to adversely affect performance or prevent adequate inspection and testing to verify any warranty claim.
- Problems or defects caused by tampering, conversion, unauthorized modifications or unauthorized repairs.
- Defects or damage from improper testing, operation, maintenance, installation, adjustment or any alteration or modification of any kind.
- Damage by computer viruses.
- Normal or any type of maintenance.
- Routine maintenance, adjustments, alignments or general cleaning.
- Manufacturer's recommended routine maintenance, inspection, cleaning, lubrication, external adjustments and any other instructions.
- Defects and on-site service charges not covered by the manufacturer's original written warranty, unless otherwise stated as covered above.
- Accidental damage or any consequential loss.
- Burglary, theft, corrosion, animal and insect infestation, misuse, neglect and abuse.
- Failure caused by a voltage converter and /or applying incorrect voltage to the Product.
- Diagnosis where no defect has been found or noted.
- Commercial use (multi-user organizations), public rental, use for profit or communal use for multi-family housing.
- Damage caused by natural disasters (earthquake, storm, flood, water, sand and pollution), theft, burglary, malicious damage, accidental external impact, animal and pest infestation or intrusion.
- Software failures & backing up of file and data.
- Software (including operating system and any stored data), defects resulting directly from software installation and or removal, computer virus, virus prevention, and other peripherals. Damage or lost of any software, files and data.
- Riot, strike, war, terrorism and malicious damage.
- Fraud, dishonesty or willful acts or intentional acts.
- Defects or damage from misuse, accident or neglect.
- Defect or damage resulting from use of the product in other than its normal and customary manner.
- Claims under manufacturer's warranty.
- Aesthetics defects.
- Damage or problems caused by improper or wrong voltage connection.
- Products that are still covered by the manufacturer's original written warranty, repairer's warranty, or any other warranty in effect.
- Any defects that are subject to the manufacturer's recall.

The indemnity is to cover the cost of repair and may include replacement if deemed uneconomic to repair. It is important for members and consumers to read and understand the terms and conditions offered.

*Terms and Conditions Apply

DATA PROTECTION

Your details will be held and used by us and selected companies acting on our behalf to administer your plan. We may pass your data to any relevant regulator or dispute resolution provider. With your agreeable to this T&C you have given us permission; your details may also be used by us or third parties for other marketing purposes. We may also use your data for training and testing purposes. We may disclose your information to our service providers and agents for these purposes. We and the third parties (if applicable) may contact you by mail, telephone or email. To help keep your details accurate we may use information we receive from our partners as well. To improve our service we may monitor or record our communications with you.

EXCLUSION OF THIRD PARTY RIGHTS

This plan is for the benefit of the plan holder only and any permitted transferee at our discretion and no rights or benefits will be given to any other third party under the plan.

TRANSFERRING YOUR PLAN

With our permission you can transfer your plan to a new owner of the equipment by giving us written details of the new owner. Your plan cannot be transferred to any other equipment.

RENEWING YOUR PROTECTION PLAN

At the end of your SHIELD CARE^{EW} plan, we will write to you about renewing. You will need to make a new payment for the plan to continue if you agree. We reserve the right not to offer you a renewal on your plan.

LIMITATION OF LIABILITY

- Coverage will not, under any circumstances, extend to any loss or injury to a person or loss or damage to property or any incidental, contingent, special or any direct or indirect loss and consequential damages including but not limiting to losses incurred due to any delay in rendering service related to this Contract and loss of use during the period that your Product is at an authorized repairer and/or while awaiting parts.
- Due to technological advances, our replacement product may be of lower retail value than your original Product. Any such replacement will immediately terminate the SHIELD CARE^{EW} with no refund of the SHIELD CARE^{EW} fee and we shall have no further obligations for the remainder of the term of this SHIELD CARE^{EW}, if any
- The total of all benefits paid or payable under this SHIELD CARE^{EW} while it is in force shall not exceed the original purchase price paid by us for the Product covered by the SHIELD CARE^{EW}.

TERMINATION AND CANCELLATION

This SHIELD CARE^{EW} Contract shall terminate immediately with no refund of the SHIELD CARE^{EW} contract fee in the event of any of the following:

- Subsequent sales of the coverage IT Product when no written request to transfer this SHIELD CARE^{EW} contract to the new owner has been received by us; Disposal or repossession of the Product;
- Unauthorized repair, replacement or modification of the Product;
- If the product is moved out of the country of purchase and coverage of Malaysia, it will not be covered by SHIELD CARE^{EW} contract.

OTHERS

- We do reserves the right to reject any application if applicant supplies misleading, incomplete information or make any misrepresentation.
- If any of the term(s) under the SHIELD CARE^{EW} is held by any competent authority to be invalid, such term(s) shall be severed whilst all remaining terms shall remain valid.
- We do reserves the final decision in the event of a dispute.
- We do reserves the right to change the terms and conditions without prior notice.

WARRANTY PROCESS

