

Your questions answered

We have put together some commonly asked questions to give you more information about **Unifi EzOwn for Home Smart Device Add-On with Unifi Home plan**.

General

1. What is this offer about?

Unifi EzOwn for Home Smart Devices offers a convenient way for you to own a smart device through affordable instalment plans, payable over **24 months** or **36 months**.

2. Who is eligible for this offer?

This offer is open to **Malaysian citizens aged 18 and above** only.

a) For new customers:

- By signing up for the Unifi EzOwn plan, you agree to a credit score check.
- To be eligible, your credit rating must fall under *Good*, *Very Good*, or *Excellent* categories.

b) For existing Unifi Home customers who wish to add on Smart Devices:

- You must have **no outstanding bills**, and
- You must have **consistently paid your bills in full** before the due date for at least **six (6) consecutive months**.

3. I'm on a lower speed plan. Can I enjoy this offer?

If you're currently subscribed to a plan below **100Mbps**, you'll need to **upgrade your plan** to be eligible for this offer.

To enjoy the **iPad add-on**, you must be subscribed to a **300Mbps plan or higher**.

4. Will I be tied to any contract?

Yes. All subscriptions that include smart devices come with either a **24-month** or **36-month** contract period.

5. I'm interested! How can I get the smart devices?

You can sign up or purchase your preferred smart device through any of the following channels:

a) Visit any nearby outlet:

- Unifi Store / TMpoint
- TM Resellers or TM Authorised Dealers (TAD)

b) Subscribe via our digital channels:

- Campaign website
- New customers: Through the Unifi UniVerse app — tap the menu icon (≡) at the top left, select 'Shop' and then tap 'All-in-one Bundle'.
- Unifi Selfcare portal

c) Call the Unifi Contact Centre (dial 100 and press 3).

Smart Device, Charges & Delivery

6. What are the smart devices offered with the Unifi Home plan?

Below are the smart devices available under the Unifi EzOwn for Home Smart Devices programme:

Device	Payment Period	Warranty
Sharp 55" Google TV	24 months or 36 months	24 months
Sharp 65" 4K UHD Android TV	24 months or 36 months	24 months
Sharp 75" 4K UHD Android TV	24 months or 36 months	24 months
SAMSUNG 75-inch Crystal 4K UHD Smart TV	24 months or 36 months	24 months
SAMSUNG 65-inch Crystal 4K UHD Smart TV	24 months or 36 months	24 months
SAMSUNG 55-inch Crystal 4K UHD Smart TV	24 months or 36 months	24 months
LG 75-inch 4K UHD Smart TV	24 months or 36 months	24 months
LG 65-inch 4K UHD Smart TV	24 months or 36 months	24 months
LG 55-inch 4K UHD Smart TV	24 months or 36 months	24 months
ASUS Expertbook 14" Series Laptop	24 months	12 months
ASUS TUF	24 months	24 months
SONY PlayStation®5 Digital Edition (Slim) + SHARP TV 65"	24 months or 36 months	PS5®: 12 months Sharp TV: 24 months
Apple iPad A16 11-inch WiFi	24 months	12 months
Apple iPad Air 11-inch WiFi	24 months	12 months
Apple iPad Pro 11-inch WiFi	24 months	12 months

You can explore the full list of devices and latest offers through our official channels below:

- Existing customers: [Explore all Smart Devices](#)
- New customers: [Explore here](#)

7. How many smart devices can I register?

You may add up to **two (2) smart devices** under the Unifi EzOwn for Home Smart Devices programme at any one time, for **each Unifi Home subscription**.

8. How can I determine my eligibility for a two (2) device subscription?

Refer to the table below to check your eligibility:

No.	Current Subscription	Eligible for Single (1) Smart Device Add-On	Eligible for Bundle Smart Device Add-On
1.	No smart device currently subscribed	Yes	Yes
2.	Smart Device Bundle contract has ended	Yes	Yes
3.	One (1) Smart Device Add-On contract has ended	Yes	Yes

4.	Currently with one (1) Smart Device Add-On (contract active)	Yes	Yes
5.	Currently on a Smart Device Bundle (contract active)	No	No

Note:

⁽ⁱ⁾ You must complete at least six (6) months of your current device contract before becoming eligible for a new device subscription.

9. Will I get to keep the smart device after my contract ends?

Yes, you may keep the smart device after completing your 24-month or 36-month contract and fully settling the device payment.

10. Will there be any additional fees for the smart device delivery, and can I change the delivery address?

Don't worry, there are no additional charges for delivering the device to your doorstep, nationwide.

However, the delivery address cannot be changed. Your device will be sent to the same address provided for your Unifi service installation, unless the postcode falls under an area not currently covered by our delivery partner.

11. I was told my area is not eligible for smart device delivery. What should I do?

Some areas are currently not serviceable for smart device delivery due to limitations from our logistics partner.

If your address falls within one of these areas, you can still proceed with your order by providing an alternative delivery address in a serviceable area, for example, your office address or a family member's location.

A list of the affected postcodes is provided below:

State	Postcode
Johor	81610
Melaka	75720, 75910
Negeri Sembilan	70720, 70730, 70740, 70750
Sabah	90740, 91040, 91050, 88760, 88780, 88790
Sarawak	93700, 93710, 93720, 93730, 93740, 93750, 93760, 93900, 93910, 94850, 96010, 97010, 98060, 98070, 98800, 93990, 94600
Kelantan	18200, 15740
Terengganu	20720, 21090, 20910, 20920, 20990

12. Why am I being double charged in my first (1st) bill for the smart device subscription?

You may notice what looks like a **double charge** in your first (1st) bill because **smart device charges are not prorated**. This means your first bill will include **charges for two months** — the current month and the following month.

Example scenario for Sharp TV 75-inch at RM207/month:

- **Month 1 bill:** RM207 (Month 1) + RM207 (Month 2) = RM414
- **Month 2 to Month 23 bills:** RM207 per month
- **Total Charges:** You will still only be charged for 24 months in total

The charges are calculated based on the number of calendar months. You may refer to the “Start Date” and “End Date” on your bill for the actual period.

Rest assured, you will only be billed for the 24-month subscription period.

13. When will I receive the smart device via delivery?

Your smart device will be delivered to your registered delivery address within **30 calendar days**.

The delivery timeline is calculated from the order creation date and is **subject to stock availability**.

Please ensure you check the condition of the device upon delivery before signing the delivery order. If the device is found to be faulty or damaged, you may request a replacement within seven (7) days, subject to terms and conditions.

14. How do I check the smart device delivery status?

Your smart device will be delivered by our partners, **Line Clear Express and GDEX**. You can check your **delivery status ten (10) days after** your order is created. Please refer to the options below to track your delivery:

Line Clear Express (For smart TVs)

You can track your delivery at <https://lineclearexpress.com/tracker>

Enter your tracking number in this format **UNIFI + your Unifi order number (without the “-”)** e.g. UNIFI26123456789

GDEX (For selected devices such as tablets, iPads and Smart Home devices)

You can track your delivery at <https://gdexpress.com/tracking/>

Enter your **Unifi order number (without the “-”)** as the tracking number e.g. 26123456789

*Note: Your **Unifi order number** will be provided when you subscribe to your Unifi plan.*

15. Can I pick up the device at a Unifi Store?

Store pickup is only available for iPad add-ons and is limited to **walk-in** customers at **selected Unifi Stores**. All other smart devices will be delivered to your registered address.

For new subscribers and Unifi Home Broadband customers who subscribed from 17 March 2025 onwards, the iPad store pickup option is available starting 8 January 2026.

16. When can I pick up the iPad at a Unifi Store?

You can collect your iPad on the same day you place your order at any of the selected Unifi Stores, subject to stock availability.

However, if your order includes a broadband installation by the Unifi team, our Care Crew from the respective Unifi Store will contact you within five (5) working days after the installation is completed to arrange your iPad collection.

Find your nearest selected Unifi Store for iPad pickup and check their operating hours here: [Explore Nearby Unifi Store/TMpoint for Your Convenience](#)

17. I have subscribed to the Unifi EzOwn for Home Smart Devices. Can I cancel or return the smart device within the contract period?

We're sorry, but no cancellation or return is allowed during the contract period.

If you're still tied to the smart device contract, a penalty will be charged, calculated based on the remaining monthly balance of the smart device's recommended retail price (RRP).

18. Under what circumstances will I be charged a penalty?

You will be charged the remaining balance of your smart device if any of the following occur during the contract period:

- i. Termination before the contract ends
- ii. Transfer of ownership
- iii. Downgrade of your plan (for customers with the iPad add-on). The iPad offer requires a minimum plan speed of 300Mbps or above.

19. How much is the penalty amount if I terminate the plan within the contract period?

If you terminate your plan during the contract period, you will be charged early termination fees based on the remaining months of the contract:

$$[\text{Device Recommended Retail Price (RRP)} \div 24 \text{ months}] \times \text{Remaining Month(s)}$$

Example:

Sample calculation for a laptop (RRP = RM2,950) with five (5) months remaining:

$$(RM2,950 \div 24 \text{ months}) \times \text{Remaining Month(s)}$$

$$\text{Penalty Fee: } RM122.90 \times 5 \text{ months} = \textbf{RM614.60}$$

20. Where should I report a faulty or damaged smart device?

If you receive a smart device with a **screen or body crack**, please report it within seven (7) working days of receiving the device through any of the following channels:

- Email: help@unifi.com.my
- [Facebook](#)
- [X \(Twitter\)](#)
- Call the Unifi Contact Centre at 100
- Visit any [Unifi Store/TMpoint outlet](#) nationwide

To help us investigate your report, please provide the following:

- Delivery Order (DO)
- Unboxing video showing the sealed box from all sides, including the labels
- Photo of the delivery box
- Photo of the faulty/damaged part
- Device serial number
- Your contact number and alternative contact number

After the seven (7)-day period, replacement requests will be handled through the manufacturer's warranty process. Please bring the smart device together with the original Delivery Order (DO) when visiting the manufacturer's authorised service centre.

For other device issues, such as **hardware, motherboard or display-related faults**, please contact or visit the nearest manufacturer's authorised service centre for assistance.

21. How can I get a copy of my Delivery Order (DO)?

To request a copy of your Delivery Order (DO), please email Unifi.orders@mmag.com.my with the following details:

- i. Your Unifi order number
- ii. Your name
- iii. Your contact number

22. Who should I contact if I experience issues with my smart device other than a screen or body crack?

For assistance with issues such as hardware, motherboard or display-related faults, please contact the respective manufacturer's support channel below.

LG TV	SAMSUNG	SHARP TV	ASUS	APPLE	SONY
LG Support 1300 82 2822 (Mon – Fri, 9.00am – 6.00pm)	SAMSUNG Support 1800 889 999 (24 Hours / 7 days)	Email: sharpcs.support@my.sharp-world.com 03-8026 6228 (Mon – Fri, 9.00am – 6.00pm)	ASUS Website 1300 88 9900 (Mon – Fri, 9.00am – 6.00pm)	APPLE Support 1-800-806-419 (Mon – Fri, 9.00am – 6.00pm)	SONY Support 1300 88 1233 Mon – Fri, 9.00am – 6.00pm (excluding Public Holidays)

23. How can I install my smart TV?

Don't worry, the user manual and installation guide are included in the TV box to help you with the setup.

24. Can I upgrade or downgrade my Unifi Home plan with a smart home device?

Yes, you can upgrade your Unifi Home plan at any time during your contract period. However, a penalty will apply if you downgrade your plan within the contract period.

25. Why has my smart device been blocked by Unifi ?

Your device may be blocked due to any of the following reasons:

- There is an outstanding payment that has not been settled.
- Suspected or confirmed fraudulent activity on your account.
- You have reported the device to TM as lost or stolen.

26. How can I unblock my smart device?

You can unblock your smart device by settling your outstanding balance, including any applicable early termination charges.

Once your outstanding balance has been fully paid, your smart device will be automatically unblocked.

If you requested to block your smart device, simply call our Unifi Contact Centre at 100 to have it unblocked.

27. How long does it take to unblock my smart device?

Your smart device will be automatically unblocked within ten (10) minutes after your payment has been successfully processed.

If your device is still not connected after ten (10) minutes, please restart your smart device and try again.