

UNIFI EZOWN FOR HOME SMART DEVICE

TERMS AND CONDITIONS

These terms and conditions for Unifi EzOwn for Home Smart Device (“EzOwn Smart Device T&C”) shall be read together with the General Terms and Conditions for Unifi Home (“Unifi Home T&C”). In the event of any discrepancies, this EzOwn Smart Device T&C shall prevail over the Unifi Home T&C but only to the extent of such discrepancies only. Other terms that are not affected shall remain as is. TM reserves the right to vary, supplement, delete, amend or modify this EzOwn Smart Device T&C, from time to time without prior notice to the customer. By subscribing to the EzOwn Smart Device (hereinafter defined), Customers are deemed to have read, understood and agree to be bound by the terms and conditions herein and further agree that any decision by TM in relation to every aspect of the EzOwn Smart Device shall be final, binding and conclusive. All of the terms and conditions stated below will be applicable to all the Unifi service(s) subscribed by you in regards to the EzOwn Smart Device.

1. GENERAL

- 1.1. This Unifi EzOwn for Home Smart Device (“EzOwn Smart Device”) is brought to you by TM Technology Services Sdn Bhd (Company No. 200201003726 (571389-H) (“TM”). The EzOwn Smart Device shall commence from 13 October 2025 and shall continue until further notice. TM may, at its sole and absolute discretion make changes to or discontinue the EzOwn Smart Device at any time without prior notice to the Customer.
- 1.2. The EzOwn Smart Device is offered to new and existing Unifi Home customer(s) (collectively referred as “Customer”) who wish to add-on smart devices (as listed herein) with affordable monthly commitment on top of their Unifi Home monthly subscription, except for:
 - i. Customers who subscribe to Unifi Lite (Streamyx) and/or Unifi Home package with the speed less than 100Mbps; and
 - ii. Non-Malaysian Customers (including permanent residents or expatriates who are currently living in Malaysia).
- 1.3. Any add-on smart devices under this EzOwn Smart Device is subject to **twenty-four (24) months** or **thirty-six (36) months** contract period. The contract period for the Unifi Home service is separate from the contract period of this EzOwn Smart Device.
- 1.4. Customer may add-on smart devices at TM sales channel through TMpoint / Unifi Store, Digital platforms (Unifi website, Selfcare portal & Unifi UniVerse app) and TM’s authorized resellers.
- 1.5. Where applicable, the Customers hereby consent to TM conducting credit checks on the Customers when sign-up for Unifi EzOwn plan.

- 1.6. The Customer hereby acknowledges that TM shall have the right to share and use the Customer's data and personal information within TM and/or its related companies for the purpose of marketing activities in respect of products and services of TM and/or its related companies from time to time as TM deems fit. The TM Privacy Notice applies, for further information on the Privacy Notice of TM's group of companies, please visit [Privacy Notice](#) for details.
- 1.7. All other existing terms and conditions for applicable Unifi Services shall continue to apply.

2. EZOWN SMART DEVICE DETAILS AND OFFERING

- 2.1. Aside from keeping up with Customer's internet needs, this EzOwn Smart Device aims to provide the Customers with home broadband and entertainment by offering the Customers affordable and flexible plan through Unifi EzOwn to own a smart device.

Device	Contract 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 11inch WiFi	24 months	12 months
Apple iPad Air 11inch WiFi	24 months	12 months
Apple iPad Pro 11inch WiFi	24 months	12 months

- 2.2. The above smart device list shall be subject to further changes as advertised in Unifi website or other platforms from time to time in response to recent market changes, at TM's absolute discretion, without prior notice to customer.
- 2.3. The monthly charges for the add-on smart device under the EzOwn Smart Device will be reflected in Unifi bill after successful delivery of smart device to Customers.
- 2.4. During the contract period, TM shall own the smart device. Customer will only obtain the ownership of the device upon full payment of the smart device at the of the twenty-four (24) months or thirty-six (36) months contract period.

- 2.5. Visual(s) used in any advertisement, promotional materials and other materials relating to this EzOwn Smart Device are solely for illustration purposes only and may not depict the actual device offered.
- 2.6. TM reserves the absolute right to determine the model, brand, color and specifications of the device offered under this EzOwn Smart Device.
- 2.7. TM does not offer option to purchase of the device with one-time payment.

3. EZOWN SMART DEVICE SUBSCRIPTION

- 3.1. To be eligible to subscribe to the EzOwn Smart Device under Unifi EzOwn for Home Smart Devices, Customers must be a Malaysian citizen with minimum age of eighteen (18) years old at the time of subscription.
- 3.2. Customers must fulfil the following conditions to subscribe to the EzOwn Smart Device:
 - i. A good paymaster of Unifi Account Customer Payment Behaviour Rating (CPBR) A status; and/or
 - ii. A Unifi customer length of stay for 6 months and above.
- 3.3. Where one or both of the conditions under 3.2 are not fulfilled, TM shall conduct credit score checking on the Customers to determine their eligibility.
- 3.4. The method and process used by TM to assess the Customer's eligibility to add-on smart device pursuant to the credit score checking are determined solely at TM's discretion.
- 3.5. Customer can subscribe up to two (2) smart devices at one time for each Unifi Home account as below:

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

Note : ⁽ⁱ⁾ Customer is required to fulfill a minimum 6-month contract term for their current device before becoming eligible for a new device subscription.

- 3.6. TM reserves the right, at its sole and absolute discretion, to block, suspend, disable, or otherwise restrict the use, access, or functionality of the Device under any of the following circumstances:
- i. Upon successful subscription to this Package, the Customer fails to make full payment of any amount due to TM within fourteen (14) days from the statement due date;
 - ii. If Customer is suspected of fraud or found to have committed fraud;
 - iii. Whenever Customer reports to TM that the Device is missing or has been stolen and requests TM to block or restrict the Device.

4. DELIVERY OF THE SMART DEVICE

- 4.1. The order processing and delivery of the device will take place between thirty (30) calendar days upon Creation order from TM and is subject to stock availability.
- 4.2. In the event the delay is due to unforeseen circumstances and is outside of TM's control, TM shall have the right to cancel the order and at the same time provide no compensation for such delay nor the cancellation of the order.
- 4.3. Customer hereby agree to receive an auto-generated email from TM with order summary inclusive of tracking number details upon successful order. Customer is responsible to manually track the delivery of the device using the order number i.e. the tracking number in Line Clear website at <https://lineclearxpress.com/my/tracking> and for iPad & Tablet at <https://gdexpress.com/tracking/>.
- 4.4. There are no additional charges for delivery of the smart device, and the delivery service is available nationwide except for certain postcodes that are outside our delivery service area.

Non delivery service area postcode;

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

- 4.5. For any defective smart device received upon delivery, Customer is eligible for replacement of the device provided if the Customer able to successfully lodge a

report to Unifi customer service within seven (7) days upon receiving the device via live chat at Unifi.com.my or myUnifi app.

- 4.6. For iPad, any defect must be reported directly to the manufacturer (Apple) and is subject to Apple's warranty and claim process.
- 4.7. Estimated duration to replace the defective smart device is fourteen (14) working days and it is subject to manufacturer's stock availability and Customer's location.
- 4.8. If the report is made after seven (7) days, it will automatically be treated as warranty claim process and will be based on reported defect after assessment by the smart device manufacturer.
- 4.9. Customer is responsible to do self-inspection and testing upon receiving the smart device.
- 4.10. The smart devices offered for this EzOwn Smart Device are supplied by third party partner.
- 4.11. Any delivered smart devices is strictly not returnable or exchanged for cash or service with TM. TM is not liable for any liability claims because of any mistake or negligence or the additional feature service offered for the smart device by manufacturer/distributor.
- 4.12. For the avoidance of doubt, TM will make three (3) attempts to deliver the smart device to the Customer. If all of the three (3) the attempts are unsuccessful, TM will hold the device for additional one (1) month and Customer is required to contact and/or reach out to TM in order to collect the smart device in person. Failure to do so, the smart device order will be cancelled and Customer will be required to submit a new order if wish to subscribe to this EzOwn Smart Device.

5. SMART DEVICE WARRANTY

- 5.1. The smart device comes with standard manufacturer warranty from respective smart device manufacturer.
- 5.2. The warranty for each smart device are as follows: -
 - a. Smart TVs : Twenty-four (24) months warranty
 - b. Laptop : Twelve (12) months warranty
 - c. Gaming Laptop : Twenty-four (24) months warranty
 - d. SONY PS®5 : Twelve (12) months warranty
 - e. Apple iPad : Twelve (12) months warranty
- 5.3. For iPad only, Customers who eligible to pick up the iPad will be provided with a confirmation slip upon pick up. This slip shall contain the date of purchase, the purchase price, and the serial number of the iPad. Customers are advised to retain this proof of purchase for the entirety of the warranty period to facilitate in-warranty support from authorized Apple Service Providers.

- 5.4. For any warranty claims related to the smart device, Customers must provide unboxing video of the smart device with visibly shows the sealed box from all sides (including labels) for warranty claim purposes.
- 5.5. Faulty reports related to screen/body crack must be reported to TM within seven (7) days from the date Customer received the device. Any cases reported after 7-day period will not be entertained.
- 5.6. For faulty reports other than screen/body crack (hardware, motherboard, screen display, etc) must be reported directly to the device manufacturer for further assistance. The warranty period is subject to each manufacturer's respective terms and conditions.
- 5.7. Estimated duration to replace the defective Smart Device is fourteen (14) working days and it is subject to manufacturer's stock availability and Customer's location.
- 5.8. If the report on defective device is after seven (7) days upon receiving the device, it will automatically be treated as manufacturer's warranty claim and is subject to assessment by the manufacturer of the Smart Device.
- 5.9. The warranty shall immediately cease and become void if:
 - i. The Customer terminates the Campaign Package.
 - ii. The device is relocated outside the registered service address.
- 5.10. For any warranty claims related to the smart device, Customers are advised to liaise directly with respective manufacturer authorize service centres.

6. INSTALLATION & AFTER SALES SERVICE

- 6.1. Customers are advised to perform self-installation for the smart device by following configuration and manuals provided.
- 6.2. For any after sales support in relation to the smart device, Customers are required to contact respective manufacturer directly, as listed below: -
- 6.3. TM will not entertain any request for on-site smart device installation.

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)

7. CHARGES, PAYMENT & BILLING

- 7.1. TM will automatically update Customer's billing information in terms of package name and price once Customer's subscription to the Smart device is being delivered.
- 7.2. Customer will be charged with smart device monthly fee only after the device is successfully delivered to Customer's delivery address and will be charged twice in the first bill as Smart Device fee is not prorated.
- 7.3. In the event of monthly bill payment default by the Customers or upon discovery of fraud or suspected fraud throughout the contract period, TM reserves the absolute right to terminate Customer's contract and to charge them with Early Termination Penalty (ETP).
- 7.4. TM Credit Limit terms and conditions applies.
- 7.5. Any add-on smart device made under this EzOwn Smart Device is subject to the applicable RRP price available at the time of offer and the price/penalty will not change/amended in the event of any revision of the RRP.

8. RELOCATION AND TRANSFER OF OWNERSHIP

- 8.1. For any relocation of Unifi service, the add-on smart device contract period will continue despite the change to new address. Any relocation and installation of the smart device due to relocation of Unifi Home package is strictly under the responsibility of Customers.
- 8.2. The smart device is not transferable to the new owner throughout the contract period. Such request shall be treated as termination and the Customer is responsible to pay for the penalty for the smart device.

9. TERMINATION OF CONTRACT

- 9.1. If the Customer request for termination of their Unifi Home service but is no longer under contract, Customer's remaining instalment amount under EzOwn Smart Device will automatically become payable before the termination request can be processed or otherwise be charged with the penalty based on the calculation below:

ETP Smart Device

[Device recommended retail price (RRP) ÷ 24/36 months] x Remaining Month (s)

- 9.2. If Customer request for early termination of their Unifi Home service before the expiry of their contract period, Customers will be charged with ETP for both Unifi Home service and smart device based on the calculation below:

ETP Unifi Home

Remaining month of Contract Period x Current Unifi Home monthly subscription plan price

ETP Smart Device

[Device recommended retail price (RRP) ÷ 24/36 months] x Remaining Month (s)

- 9.3. In the event of payment default by the Customers or upon discovery of fraud or suspected fraud throughout the contract period, TM reserves the absolute right to terminate Customer's contract to Unifi EzOwn smart device subscription and impose early termination penalty as stated in Clause 9.1.

10. VARIATION

TM reserves the right to withdraw, cancel, suspend, extend or terminate the offering earlier either in whole or in part and further reserves the right to vary, supplement, delete, amend or modify any of the terms and conditions from time to time without prior notice.

11. GOVERNING LAW AND JURISDICTION

This terms and conditions are governed by the Malaysian law and courts in Malaysia shall have exclusive jurisdiction.

12. PRIORITIZATION OF DOCUMENTS

In the event there is any inconsistency of the provisions under these terms and conditions and the Unifi Home Terms and Conditions and the Terms of Use, the following order of precedence shall apply:

- i. Unifi EzOwn for Home Smart Device T&C
- ii. Unifi Home T&C; and
- iii. Terms of Use.

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