

## **Warranty Policy for unifi Plus Box**

1. Telekom Malaysia Berhad (TM) warrants this unifi Plus Box ("Product") against defects in material and workmanship for twelve (12) months (for new installation) or twenty-four (24) months (monthly recurring charges subscriber), from the purchase of the Product or point of installation, whichever is applicable.
2. A product determined by TM authorized service representative and acknowledged by Manufacturer to be defective in form or function will be replaced at no charge.
3. This warranty does not cover any losses or damages that occur as a result of:
  - Unauthorized, illegal or erroneous installation;
  - Repair, alter, upgrade or modification by anyone other than TM or an authorized service representative; and
  - Defects due to wear and tear, act of God or any other causes and not due to original manufacturer defect
4. TM will not be liable for any loss, damage or alteration to
  - Third party hardware or software.
  - Programs, data, content or information stored.
  - Customer's own equipment and/or other devices or wiring or cabling connecting to the Product;
  - Any loss or damage including but not limited to loss of profits or revenue, or for any indirect or consequential loss or damage.

### **Limitation of liability and damages**

The product and software's within are provided "as is," basis.

TM and TM's resellers (collectively referred to as "the operator") disclaim all warranties, express, implied or statutory, including without limitation the implied warranties of non-infringement, merchantability or fitness for a particular purpose, or any warranties arising from course of dealing, course of performance, or usage of trade. In no event will the operator be liable for damages or loss, including but not limited to direct, indirect, special willful, punitive, incidental, exemplary, or consequential, damages, damages for loss of business profits. Or damages for loss of business of any customer or any third party arising out of the use or the inability to use the product or the software, including but not limited to those resulting from defect in the product or software or documentation, or loss or inaccuracy of data of any kind, whether based on contract, tort or any other legal theory, even if the parties have been advised of the possibility of such damages. The entire risk as to the results and performance of the product or its software is assumed by customer or as far as permitted by law.

## **TM Customer Support**

1. In some cases, some product issues can be addressed immediately through:
  - Checking the system requirement from the unifi TV Box Quick Start Guide
  
2. When contacting TM Customer Service Centre, please prepare the following:
  - Time and date of when problem occurred
  - If possible, call from a place where you can view and operate your unifi TV Box.
  - Please take note of the error message that appears on your TV screen to help our technical support staff to identify the issue
  
3. To obtain service under this warranty, please contact:
  - Live Chat with us at <https://unifi.com.my/chat/index.html> or via myunifi app
  - Facebook at <https://www.facebook.com/weareunifi>
  - Twitter at @helpmeunifi

## **Warranty terms and conditions**

Thank you for choosing unifi Plus Box. TM warrants this unifi Plus Box (“Product”) subjected to the terms and conditions listed below:

- (a) This warranty applies to each unifi Plus Box acquired/purchased for domestic use in Malaysia from TM or TM authorized dealers with TM serial number only.
- (b) This warranty policy shall be applicable and valid throughout the warranty period as specified below:

No.	Types of subscriber	Warranty Period
1.	New Installation – bundle with campaign	Twelve (12) months from point of installation
2.	monthly recurring charges subscriber	Twenty-four (24) months from the purchase of the product

- (c) This warranty covers services provided by TM or by TM Authorized Service Representative only.
- (d) This warranty covers any manufacturing defects and defects arising from normal usage of the Products within the warranty period. A product determined by TM authorized service representative and acknowledged by Manufacturer to be defective in form or function will be replaced at no charge. Any defective Product replaced under this warranty shall become the property of TM.
- (e) This warranty policy is only valid in Malaysia. Any on-site troubleshooting requested by customer may incur additional charges, as determined by TM.
- (f) TM shall have the final say in relation to this warranty and the Customer hereby agrees to abide by such decision. TM shall reserves the right to amend this warrant policy at any time

and notice of amendment may be given by TM to the customer in such manner as TM deems appropriate.

- (g) This warranty is valid only if the unifi Plus Box's serial number on the unifi Plus Box has not been altered, defaced or removed for whatsoever reason.
- (h) In the event unifi Plus Box is replaced pursuant to this warranty, the warranty period for unifi Plus Box shall remain and continue from the purchase of the product/ the point of installation (whichever applicable) of the earlier unifi Plus Box.
- (i) This warranty cover hardware only (excluding external power supply or AC adapter) and this warranty covers from defective materials or workmanship during the warranty period.

**What is not covered in this warranty?**

- (a) Defect caused by the attack of household pests, fire, lightning, natural disaster, flood, pollution, abnormal voltage or usage of generator.
- (b) Product being damaged due to tampering, altered or repaired by unauthorized person, misuse, negligence, riots or accident.
- (c) Force Majure events including but not limited to lightning strikes, fire, flood or other acts of nature.
- (d) Damage from handling, storage, accident of the unifi Plus Box by the user;
- (e) Misuse, abuse or modification of the TV Box by anyone other than TM or authorized representative of TM or where any serial number or seal of the TV Box has been removed or defaced.