



EX10 WARRANTY TERMS AND CONDITIONS

These terms and conditions (“**Terms**”) govern your participation in the “Extended Warranty” (“**EX10 Warranty**”) offered by EX10 Sdn Bhd (Registration No. 202401018240 (1564089-A)) (hereinafter referred to as “**EX10**”, “**we**”, “**us**”, “**our**”).

1. Acknowledgement and Consent

1.1. By clicking “accept”, you:

- 1.1.1. acknowledge that you have read and understood these Terms;
- 1.1.2. represent that you are of legal age to enter into a binding agreement; and
- 1.1.3. accept these Terms and agree that you are legally bound by its terms.

1.2. Please read and understand these Terms carefully before continuing to use the services and/or products provided by EX10 on the Website. If you do not understand these Terms, or any services or products that EX10 provides or offers, you should contact us before placing any order for hire, filling any forms and/or sending EX10 any information.

1.3. We reserve the right, in our sole and absolute discretion, to modify, vary, amend, change and/or update these Terms at any time as we deem fit and with reasonable notice to you (for example, by posting an update on our website, or by emailing the updated terms and conditions to you). Such modifications, variations, amendments, changes and/or updates to this Terms shall be effective upon the posting of an updated version on our website. You agree that it shall be your responsibility to review these Terms regularly to ensure your understanding of these Terms is current.

2. EX10 Warranty

2.1. This one-year extended warranty shall commence on the date of purchase, and shall continue for a period of 365 consecutive days thereafter. The warranty period shall expire at midnight on the last day of the 365-day period.

2.2. EX10 Warranty covers a range of components and potential issues beyond the standard manufacturer’s warranty. Here are some common components and issues that may be covered under EX10 Warranty, including hardware malfunctions, screen damage, and water damage:

- 2.2.1. **Hardware Malfunctions:** This covers any failures or malfunctions of the device’s hardware components, such as the buttons, speakers, microphone, camera, or other internal components.
- 2.2.2. **Screen Damage:** This includes coverage for accidental damage to the screen, such as cracks or breakage caused by drops or impacts.



- 2.2.3. **Water Damage:** EX10 Warranty offer protection against damage caused by exposure to water or other liquids. This can include spills, immersion, or other incidents that result in water damage to the device.
- 2.3. In the event that diagnostics conducted during the warranty period indicate a need for parts replacement, such replacement shall be performed based on the earlier diagnostic findings, provided such replacements are within the scope of the warranty coverage.
- 2.4. In accordance with the terms outlined herein, it is specified that the EX10 Warranty provided herein is subject to a yearly claim limit not exceeding RM1,200 and the claims within the initial three-month period shall be subject to a maximum reimbursement limit of RM360.
- 2.5. The customer acknowledges and agrees that in the event that the cost of replacing the device exceeds the limit of RM1,200 as stipulated in the terms of this agreement, the customer shall be responsible for covering any additional costs incurred beyond said limit. Furthermore, the customer may be eligible for reimbursement for repairs undertaken by authorized service centers, subject to compliance with the terms and conditions set forth herein.
- 2.6. The EX10 Warranty does not cover damages resulting from:
 - 2.6.1. Misuse, abuse, or neglect of the equipment;
 - 2.6.2. Unauthorised modifications or repairs
 - 2.6.3. Normal wear and tear; and
 - 2.6.4. Accidents, acts of nature, or other external causes

3. Ownership

The EX10 Warranty is transferable to subsequent owners in the event of sale or gifting of the product. Transferability is contingent upon the original purchaser providing the new owner with the original proof of purchase or other documentation verifying ownership and the serial number of the product. Upon transfer of ownership, the EX10 Warranty coverage shall remain in effect for the remainder of the original warranty period. The warranty terms and conditions, including any limitations or exclusions, shall apply equally to subsequent owners.

4. Cancellation / Refund

EX10 Warranty is non-cancellable and non-refundable. Once the warranty has been purchased and activated, no refunds or cancellations shall be permitted.

5. Data

EX10 Warranty does not cover data loss or recovery services. Customer acknowledges and agrees that any data stored on the product, including but not limited to personal files, applications, and



settings, are the sole responsibility of the user. We shall not be held liable for any loss of data or inability to recover data, regardless of the cause, including but not limited to hardware failure, software malfunction, or unauthorized access. It is recommended that users regularly back up their data to prevent loss in the event of unforeseen circumstances.

6. Governing Law

This Terms shall be construed according to and governed by the laws of Malaysia and the parties shall submit to the exclusive jurisdiction of the courts of Malaysia.

7. Contact

If you wish to contact us for any enquiries or matters relating to the EX10 Warranty, please send us an email at info@ex10.asia.


Acknowledgment Receipt and Acceptance


By ticking the box below;

I acknowledge that I have read and understood the terms and conditions, and agree that I have accepted the EX10 Warranty Terms and Conditions by way of electronic signature and shall be bound by the above EX10 Warranty Terms and Conditions.

Powered By



 **Phone**
+6011-65859918

 **Email**
Info@ex10.asia

Ex10 Sdn Bhd. (1564089-A)

Lot 8-10, Level 8, Wisma Trax,
Jalan Lima, Off Chan Sow Lin,
55200 Kuala Lumpur, Malaysia

