

MDOTPOS-Device Care

1. Introduction

The Device Care Service Programme (“Service Programme”) is a package offered in collaboration with MDOTPOS DISTRIBUTORS SDN. BHD. (“MDOTPOS”). The Service Programme consists of insurance coverage underwritten by AIG Malaysia Insurance Berhad and value-added service benefits provided by Perfectly Simple Sdn Bhd (“Provider”, “PS Partners”, “We” or “Us”). Please read these terms and conditions carefully before purchasing or using the Service Programme so that you are aware of your legal rights and obligations with respect to the Provider.

These terms and conditions, including the additional terms of service and policies referenced herein constitute a legally binding agreement between you and the Provider (“Device Care Service Programme Terms and Conditions”).

By purchasing or activating the Service Programme, you give your irrevocable acceptance of and consent to the Device Care Service Programme Terms and Conditions. All users are automatically enrolled into the Provider’s membership programme and entitled for the benefits as follows:

- i. Device Care Service Programme:
 - a. Digital Customer Care Portal
 - b. Complimentary Accidental Damage Protection
 - c. Digital Customer Care Portal
 - d. Electronic Devices Recycling Service
 - e. Home Improvement Services

We reserve the right to change, modify, suspend or discontinue any portion of the Service Programme, temporarily or permanently, without notice to you or giving any reason. If you proceed to purchase or activate the Service Programme, such action shall be deemed as an irrevocable acceptance of the Device Care Service Programme Terms and Conditions and any such revisions. We reserve the right to refuse to provide you access to the Service Programme for any reason.

If you do not agree to the Device Care Service Programme Terms and Conditions, please do not purchase the Service Programme described above. You agree that you are not permitted to cancel or return the purchase of the Service Programme after the activation of the programme.

Please reach out to the Provider at claims@policystreet.com should there be any concerns, enquiries or assistance required pertaining to this Service Programme.

2. Definitions

- i. **Device:** Point of Sale (POS) system solution devices covered under this Service Programme
- ii. **Device Care:** Extended Warranty coverage for mechanical or electrical defects, after the original manufacturer's warranty of the Device expires.
- iii. **Claim:** A claim made in respect of a Device covered under this Service Programme.
- iv. **Coverage:** Benefits provided by the Service Programme.
- v. **Extended Warranty:** Provides multiple repairs for electrical or mechanical defects, up to the Device Purchase Price. The Service Programme ends once the product is replaced or the total repair cost reaches the Device Purchase Price.
- vi. **Device Purchase Price:** The price paid for the Device as stated on the original receipt of purchase issued by MDOTPOS.
- vii. **Repair Facility:** The repairer provided by MDOTPOS.

3. Service Overview

The Service Components:

- i. **Device Care:** An additional up to 3-years Extended Warranty after the expiration of the manufacturer's warranty period.

Coverage is subject to the terms and conditions herein and is valid only for Device purchased through MDOTPOS.

4. Coverage Period

The Service is valid upon the purchase of the Device for Device Care expiry of as stated in your Confirmation of Cover. The coverage period for Device Care is specified therein.

5. Eligibility

The Service is available to Merchants who have purchased an eligible Device through MDOTPOS and have activated the Service Programme as per the provided instructions.

6. Scope of Service

- i. **Device Care:** Provides Extended Warranty which covers unexpected mechanical or electrical defects. The device is replaced if the total repair cost reaches the Device Purchase Price.

ii. **Value-Added Services:**

- a. Digital Consumer Care Portal:
 - Declaration Submission Feature
 - Claim Submission Feature
- b. Client Management Service
- c. Electronic device recycling service voucher (promo code: POLICYSTREET) via <https://erth.app/>
- d. Service professional voucher for cleaning, repair, etc. (promo code: POLICYSTREET25) via <https://www.recommend.my/>.

7. **Claims Process**

- i. Claims must be submitted via Digital Consumer Care Portal www.o2opartners.policystreet.com/mdotpos OR claims shall also be submitted via email to claim_ops@policystreet.com
- ii. Required information:
 - a. Service Reference number (from invoice or delivery document)
 - b. Description of damage
 - c. Supporting documents (e.g., photos)
- iii. Expected resolution time: 5–7 working days.
- iv. For assistance, contact:
 - a. WhatsApp: +60 18 282 2320
 - b. Hours: Mon–Fri, 8:30 AM – 6:00 PM (excluding public holidays)

8. Exclusions

We will not be liable under the Service Programme if you do not submit the Device to the Repair Facility for repair before the expiry of the Service Programme or if a breakdown report has not been submitted within ten (10) days of breakdown incident. You agree that the Service Programme does not cover claims for any loss, destruction or damage caused by, arising from, in consequence of, contributed to and/or resulting from any of the circumstances (whether directly or indirectly), including, but not limited to:

- i. Damages caused by repair work or failure to perform repair work by the MDOTPOS, its agents or employees, or by any repair facility which is not authorized by the Insurer.
- ii. Gross negligence of any kind.
- iii. Any defective Device design or workmanship, including but not limited to liability arising out of implied warranties of merchantability, implied warranties of fitness, strict liability and those that are subject to recall by the manufacturer/dealer.
- iv. Liability to anyone other than you or MDOTPOS, as the case may be.
- v. Any acts of fraud, or other dishonest or criminal acts of MDOTPOS or its agents or employees.
- vi. Property & product liability insurance.
- vii. Devices that are still covered by the manufacturer's/dealer's original written warranty, or MDOTPOS's dealer warranty, repairer's warranty, or any other warranties in effect.
- viii. Devices that have less than twelve (12) months manufacturer's warranty.
- ix. Cosmetic damage to paintwork, or Device finish, accessories used in or with the Device, cables, cords, straps, chargers. Consumable items such as batteries. Device add-on options incorporated in a Device for which options are not essential to the basic function of the Device for which the Service Programme was purchased.
- x. Normal wear and tear to the exterior and interior of the Device.
- xi. Under no circumstance shall MDOTPOS or its representatives be liable for indirect, consequential, or incidental damages (including) damages for lost profits, business interruption, bodily injury, medical, and the like), even if any Party has been advised of the possibility of such damages.
- xii. Software (including operating system and any stored data), defects resulting

directly from software installation and or removal, computer virus, virus prevention, and other peripherals.

- xiii. Faults in or failure of electrical supply or connection to the Device.
- xiv. Damage caused accidentally by neglect, abuse, misuse, theft, sand, water damage, corrosion, excessive heat, battery leakage, acts of God, unauthorized modification, improper environment (including lack of proper temperature or humidity).
- xiv. Unauthorised modifications made to the Device and/or problems/defects arising from such unauthorised modifications; altered serial numbers; repairs performed by non-authorised repairer; any items not affecting the function of the Device.
- xv. Problems or defects not covered under the original manufacturer's/dealer's original written warranty, or MDOTPOS's dealer warranty, repairer's warranty, or any other warranties in effect, unless otherwise stated.
- xvi. Failure to follow manufacturer's recommended instructions for installation, operation, routine care maintenance, inspection, cleaning, external adjustments etc. including problems caused by a device that is not the Device, including equipment/accessories that are not approved by the OEM, whether or not purchased at the same time as the Device.
- xvii. The loss of, loss of use of, damage to, corruption of, inability to access or inability to manipulate any computer system or electronic data within electronic or I.T. products as a result of unauthorized access or unauthorized use of such system or data or the transmission, a denial of service attack or receipt or transmission of malicious code. Computer system means any electronic hardware or software, or components thereof, that are used to store, process, access, transmit or receive information. Electronic data means any data stored on a computer system.
- xviii. Public rental or use for profit.
- xix. Malicious Damage of Device
- xx. Losses that do not occur within the Coverage Period
- xxi. Losses caused by illegal acts committed by you
- xxii. Losses that are intentionally caused by you
- xxiii. Losses due to war (whether war has been declared or not), civil commotion, uprising, martial law, riot or the act of any lawfully constituted authority
- xxiv. Losses due to the order of any government, public authority or customs' officials
- xxv. an act in contravention of a government prohibition or regulation or law xxvii.

invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power; or

xxvi. an act of terrorism

MDOTPOS-Accidental Protection

1. Introduction

Welcome to the Accidental Damage Protection (“AD”) provided by Polisea Sdn Bhd (“Provider”, “PolicyStreet”, “We” or “Us”). Please read these terms and conditions carefully before purchasing or using the Accidental Damage Protection so that you are aware of your rights and obligations with respect to the Provider.

These terms and conditions, including the additional terms of policy referenced herein constitute a legally binding agreement between you and the Provider (“Accidental Damage Protection Terms and Conditions”). This Accidental Damage Protection is underwritten by AIG Malaysia Insurance Berhad.

The benefits payable under eligible policy is protected by PIDM up to limits. Please refer to PIDM’s TIPS Brochure or contact AIG Malaysia Insurance Bhd or PIDM (visit www.pidm.gov.my).

By purchasing Accidental Damage Protection, you give your irrevocable acceptance of and consent to the Accidental Damage Protection Terms and Conditions.

2. Definitions

- i. **Device:** Point of Sale (POS) system solution devices covered under this Accidental Damage Protection.
- ii. **Accidental Damage:** Accidental physical damage or liquid spillage caused by a sudden and unexpected external event, resulting in the Device no longer functioning as intended. This coverage is limited to one time claim or two claims (as the case may be), subject to the Device Purchase Price per claim.
- iii. **Claim:** A claim made in respect of a Device covered under this Accidental Damage Protection.
- iv. **Coverage:** Benefits provided by the Accidental Damage Protection.
- v. **Device Purchase Price:** The price paid for the Device as stated on the original receipt of purchase issued by MDOTPOS.
- vi. **Repair Facility:** The repairer provided by MDOTPOS.

Coverage is subject to the terms and conditions herein and is valid only for Device purchased through MDOTPOS.

3. Coverage Period

The Accidental Damage Protection shall be effective upon the purchase of the Device and shall remain valid until the expiry date as specified in the Confirmation of Cover. The coverage period for Accidental Damage Protection is specified therein.

4. Claims Process

- i. Claims must be submitted via Digital Consumer Care Portal www.o2opartners.policystreet.com/mdotpos OR claims shall also be submitted via email to claim_ops@policystreet.com
- ii. Required information:
 - a. Reference number (from invoice or delivery document)
 - b. Description of damage
 - c. Supporting documents (e.g., photos)
- iii. Expected resolution time: 5–7 working days.
- iv. For assistance, contact:
 - a. WhatsApp: +60 18 282 2320
 - b. Hours: Mon–Fri, 8:30 AM – 6:00 PM (excluding public holidays)

5. General Exclusions

We will not be liable under the Accidental Damage Protection if you do not submit the Device to the Repair Facility for repair before the expiry date or if a breakdown report has not been submitted within ten (10) days of breakdown incident. You agree that the protection does not cover claims for any loss, destruction or damage caused by, arising from, in consequence of, contributed to and/or resulting from any of the circumstances (whether directly or indirectly), including, but not limited to:

- i. Negligence of any kind;
- ii. Any defective Device design and/or workmanship, including but not limited to liability arising out of implied warranties of merchantability, implied warranties of fitness, and strict liability;
- iii. Liability to anyone other than the MDOTPOS;
- iv. Any acts of fraud, or other dishonest or criminal acts of the MDOTPOS or its agents or employees;
- v. Property and Product liability insurance;
- vi. Any loss that is covered under the manufacturer's or Supplier's warranty or manufacturers recall;
- vii. Damage caused deliberately or due to theft, neglect, abuse, misuse, theft, sand, water damage, corrosion, battery leakage, or acts of god;
- viii. Damage to any screen protector used on the Device;
- ix. Losses that do not occur within the coverage period;
- x. Losses due to war (whether war has been declared or not), civil commotion, uprising, martial law, riot or the act of any lawfully constituted authority;
- xi. Losses due to the order of any government, public authority or customs' officials;
- xii. An act in contravention of a government prohibition or regulation or law;
- xiii. invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power; or
- xiv. an act of terrorism
- xv. Invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power;

- xvi. Failure to follow manufacturer's recommended instructions for installation, operation, routine care maintenance, inspection, cleaning, external adjustments etc. including non-OEM equipment/accessories whether or not purchased at the same time as the Device. Any act of terrorism.