

BASIC TECH SUPPORT: TERMS AND CONDITIONS

Effective Date: January 2025

These Terms and Conditions (“Terms”) govern the Nexacore Basic Tech Support Package (“Basic Package”). By using this service, you agree to these Terms.

1. Overview

- The Basic Package is provided **free for 3 months** from the purchase date of an **Igloo Device Protection** or **Screen Crack Cover** purchased through Shopee.
- The service applies only to the device purchased under that program (e.g., smartphones, laptops, tablets, or smart home gadgets).
- After 3 months, the Basic Package ends automatically unless you upgrade to the Premium Tech Support Package.

2. What’s Included

Subscribers enjoy during the 3-month period:

- WhatsApp support during business hours (Monday – Friday, 9am – 6pm, excluding Malaysian public holidays).
- Basic troubleshooting for:
 - Connectivity issues
 - Software setup and installation
 - App installation support
 - Simple error messages
- Up to **2 support incidents per month** (an incident is a single query or support session).

3. What’s Not Included

- No remote access or screen-sharing.
- No virus/malware removal or advanced diagnostics.
- No hardware repairs, replacements, or physical servicing (unless bundled separately).
- No data recovery.
- No after-hours support.
- No custom software development or business/enterprise-level IT support.

4. Eligibility

- Available to individual consumers in Malaysia, aged 18 or older.
- Limited to the single device purchased with Igloo Device Protection or Screen Crack Cover.
- You must provide accurate device and contact information. Nexacore may verify eligibility.

5. User Responsibilities

- Back up your data before seeking support.
- Provide accurate information about your issue.
- Services may involve sharing diagnostic information about your device.

6. Service Limitations

- Services are provided on a best-effort basis and are not guaranteed to resolve all issues.
- Nexacore is not responsible for damage caused by your own attempted fixes or third-party interference.
- Services will not be provided for:
 - Modified or rooted devices
 - Illegal activities
 - Conflicts with unsupported third-party software

7. Privacy and Data Protection

- Nexacore complies with the **Personal Data Protection Act 2010 (Malaysia)**.
- We will only use your data to provide and improve services, as described in our Privacy Policy.

8. Termination

- The Basic Package ends automatically after 3 months.
- Nexacore may terminate the service early for misuse, abuse, or breach of these Terms.

9. Consumer Rights

These Terms do not override your rights under the **Consumer Protection Act 1999 (Malaysia)**. If there is any conflict, the law will prevail.

10. Disclaimer of Warranties

- The Basic Package is provided **free of charge** and “as-is.”
- Nexacore makes no guarantees about uninterrupted availability or problem resolution.

11. Limitation of Liability

- Because this service is free, Nexacore’s maximum liability is RM0.
- Nexacore is not liable for indirect, incidental, or consequential losses, including data loss, downtime, or device damage.

12. Changes to Terms

We may update these Terms from time to time. Continued use of the service means you accept the changes.

13. Governing Law

These Terms are governed by the laws of Malaysia. Any disputes will be resolved under Malaysian law.

14. Contact Us: admin@nexacore.com.my