

REPAIR SERVICES: TERMS AND CONDITIONS

Effective Date: January 2026

These Terms and Conditions (“Terms”) apply to all repair services provided by Nexacore Sdn Bhd (“Nexacore,” “We,” “Us,” or “Our”) and our authorised repair partners. By authorising a repair service or accepting a service estimate, you agree to these Terms.

1. Service Estimates

- You will be provided with a **service estimate** before any repair begins.
- The estimate is based on the issue you describe. If additional or different repairs are required, a new estimate will be provided.
- Repairs will not proceed until you approve the service estimate.

2. Diagnostic Fee

- A diagnostic fee may apply, as stated in the service estimate.
- This fee covers the assessment of your device and is non-refundable once the service has begun.

3. Payment

- Payment must be arranged before you can collect your device.
- We accept payment through approved payment methods only and may be collected by our authorised repair partner.
- Prices quoted include applicable Malaysian taxes.

4. Warranty on Repairs

- All repair services and parts supplied by Nexacore carry a **90-day limited warranty** from the date of service completion.
- This warranty covers:
 - Repairs performed in a competent and workmanlike manner.
 - Parts used in the repair, which will be free from defects in materials and workmanship.
- This warranty does **not** cover:
 - Damage caused by mishandling, physical impact, or liquid exposure.
 - Issues caused by third-party repairs or modifications.
 - Misuse, abuse, or use outside manufacturer guidelines.
 - Normal wear and tear.
- We may use new, refurbished, or reconditioned parts for repairs

5. Service Limitations

- Services are provided on a best-effort basis.
- Repairs may not restore the device to “like-new” condition if damage is extensive.
- Some issues may be non-repairable; in such cases, we will inform you and may recommend replacement.

6. Subcontractors

- Nexacore may subcontract repair work to authorised repair partners.

- All subcontracted services remain bound by these Terms.

7. Privacy and Data Protection

- We comply with the **Personal Data Protection Act 2010 (Malaysia)**.
- By submitting your device, you agree that Nexacore may collect necessary diagnostic information and share it with our repair partners.
- You are responsible for backing up your data. Nexacore is not liable for loss of data during repair.

8. Customer Responsibilities

- Back up your data before submitting your device.
- Remove SIM cards, memory cards, and accessories unless requested otherwise.
- Provide accurate details of the issue.
- Collect your device within the stated timeframe after service completion.

9. Limitation of Liability

- Nexacore's total liability is limited to the amount you paid for the repair service.
- We are not liable for:
 - Loss of data, software, or applications.
 - Indirect, incidental, or consequential damages (e.g., lost profits, downtime).
 - Any failure caused by factors outside our reasonable control.

10. Consumer Rights

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

11. Force Majeure

Nexacore is not responsible for delays or failure to perform repairs caused by events outside our control, including natural disasters, government restrictions, power or telecommunication failures, or industrial actions.

12. Termination of Service

- We may refuse or cancel a repair if the device has been tampered with, poses a safety risk, or if parts are unavailable.
- We may also terminate services for abusive or fraudulent behaviour.

13. Governing Law

These Terms are governed by the laws of Malaysia. Disputes will be resolved in accordance with Malaysian law.

14. Contact Us

For repair enquiries, please contact: admin@nexacore.com.my