

HARDWARE SALES TERMS AND CONDITIONS



VTECH COMPUTER SDN. BHD. (20200109583 / 1365903-P)

and

VTECH COMPUTER SALES & SERVICES (199903025284 / 001184959-U)

Effective Date: 16 April 2026

Last Updated: 16 April 2026

1. Introduction

1.1 These Terms and Conditions (“Terms”) govern the sale of computer hardware and related products by **VTECH COMPUTER SALES & SERVICES / VTECH COMPUTER SDN. BHD.** (“Company”).

1.2 By purchasing products from the Company, you agree to be bound by these Terms.

2. Products and Supply

2.1 The Company supplies desktops, laptops, and related hardware from various brands.

2.2 All products are subject to availability and may be replaced with equivalent alternatives if necessary.

2.3 Product specifications may vary depending on supplier availability.

3. Warranty

3.1 All hardware products are covered by manufacturer warranty unless otherwise stated.

3.2 Warranty claims must be handled in accordance with the respective manufacturer’s policies.

3.3 The Company will assist with warranty claims but is not responsible for manufacturer decisions.

3.4 Warranty does not cover physical damage, misuse, unauthorized modifications, or normal wear and tear.

4. Installation and Setup

4.1 Basic setup may be provided upon delivery where applicable.

4.2 Software installation, configuration, and data setup are not included unless agreed separately.

4.3 Compatibility with third-party software (including SQL Accounting, SQL POS, or SQL Payroll systems) depends on system requirements and usage.

5. No Refund / No Exchange

5.1 All hardware sales are final and non-refundable.

5.2 No exchange is allowed once the product has been delivered or collected.

5.3 Any defects must be handled under manufacturer warranty.

6. Payment

6.1 Payment shall be made after delivery and completion of all agreed setup services unless otherwise agreed in writing.

6.2 The Company reserves the right to withhold further services or support until payment is received in full.

7. Delivery and Risk

7.1 Risk of loss or damage passes to the Customer upon delivery or collection.

7.2 The Customer is responsible for inspecting the product upon receipt.

7.3 Any issues must be reported within 24 hours of delivery.

8. Limitation of Liability

8.1 The Company shall not be liable for any direct or indirect damages arising from the use of the hardware.

8.2 This includes loss of data, business interruption, or system incompatibility.

8.3 The Customer is responsible for maintaining proper data backups.

9. Compatibility and Usage

9.1 The Company will recommend suitable hardware based on provided requirements.

9.2 Final performance depends on actual usage, software configuration, and user environment.

9.3 The Company does not guarantee compatibility with all third-party software or systems.

10. Service and Support

10.1 Hardware purchases do not include ongoing support unless covered under a separate service agreement.

10.2 Additional support services may be provided at the Company's discretion and may be chargeable.

11. Governing Law

11.1 These Terms are governed by the laws of Malaysia.

12. Contact Information

12.1 VTECH COMPUTER SALES & SERVICES / VTECH COMPUTER SDN. BHD.

12.2 12-1, Lorong Batu Nilam 20B, Bandar Bukit Tinggi 2,
41200 Klang, Selangor, Malaysia

12.3 Tel (Office): 03-33255455

12.4 Tel (Sales): 012-2345123

12.5 Email: vtechcss@gmail.com