

TERMS AND CONDITIONS



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

and

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

Effective Date: 9 April 2026

Last Updated: 9 April 2026

1. Introduction

1.1 These Terms and Conditions (“Terms”) govern the provision of products and services by VTECH COMPUTER SALES & SERVICES / VTECH COMPUTER SDN. BHD. (“Company”).

1.2 By engaging the Company’s services or using its software, you agree to be bound by these Terms.

2. Scope of Services

2.1 The Company provides accounting software, payroll software, installation, support, customization, and data migration services.

2.2 Standard services including installation and basic setup may be provided free of charge for a period of one (1) year unless otherwise stated.

2.3 Training services are provided under an active service contract and are included within the first year, subject to maintenance and renewal.

2.4 Customization services are excluded from standard services.

2.5 Customization work will be charged based on time required, complexity, and technical difficulty at the Company’s discretion.

3. Service Contract and Payment

3.1 Ongoing support and maintenance are provided under a subscription-based service contract.

3.2 Payment is due upon completion of services unless otherwise agreed in writing.

3.3 The Company reserves the right to suspend services if payment is not received.

4. No Refund Policy

4.1 All payments made to the Company are strictly non-refundable.

4.2 This includes software licenses, service fees, customization, and subscription payments.

5. Support and Service Availability

5.1 Support is provided during standard business days and hours.

5.2 Remote support is the primary and recommended method.

5.3 On-site support is subject to additional terms and availability.

5.4 On-site service is limited to Klang Valley (Kuala Lumpur and Selangor) unless otherwise agreed.

5.5 There is no fixed limit on support requests; however, response time may be delayed during peak demand.

5.6 The Company does not guarantee immediate response or resolution time.

6. Limitation of Liability

6.1 The Company shall not be liable for any direct, indirect, incidental, or consequential damages.

6.2 This includes data loss, system errors, business interruption, or financial loss.

6.3 The Client is responsible for maintaining proper data backups.

7. Acceptable Use

7.1 The Client shall not use the software or services for any unlawful purpose.

7.2 The Client shall not copy, distribute, resell, or misuse the software.

7.3 Software licenses are non-transferable unless approved in writing.

8. Intellectual Property

8.1 All software and materials remain the intellectual property of the Company or its licensors.

8.2 The Client is granted a limited, non-exclusive, non-transferable right to use the software.

9. Service Modifications

9.1 The Company reserves the right to modify or discontinue services at any time.

9.2 Changes to services or pricing may be made with reasonable notice.

10. Policy Updates

10.1 These Terms may be updated periodically.

10.2 Continued use of services constitutes acceptance of updated Terms.

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