

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 all products and services provided by **VTECH COMPUTER SALES & SERVICES / VTECH COMPUTER SDN. BHD.** (“Company”).

1.2 By engaging the Company’s services or purchasing its products, you (“Client”) agree to 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 (installation and basic setup) may be provided free for one (1) year unless otherwise stated.

2.3 Training is included within the first year under an active service contract.

2.4 Customization is excluded from standard services and will be charged separately.

2.5 Customization fees are based on time, complexity, and technical requirements.

3. Payment and Service Terms

3.1 Payment is due upon completion unless otherwise agreed in writing.

3.2 The Company may suspend services if payment is overdue.

3.3 All confirmed services are non-cancellable once work has started.

4. No Refund Policy

4.1 All payments are strictly non-refundable.

4.2 This includes software, services, customization, and subscriptions.

5. Support and Availability

5.1 Support is provided during standard business hours.

5.2 Remote support is the primary method.

5.3 On-site support is chargeable and subject to availability.

5.4 On-site service is limited to Klang Valley unless agreed otherwise.

5.5 Response time is not guaranteed and may vary based on workload.

6. Client Responsibilities

6.1 The Client must provide accurate requirements and information.

6.2 The Client is responsible for maintaining proper data backups at all times.

6.3 The Client must ensure proper system environment and usage.

7. Limitation of Liability

7.1 The Company is not liable for any loss of data, business interruption, or financial loss.

7.2 The Company is not responsible for system incompatibility or performance issues arising from third-party software or improper usage.

7.3 The Company’s total liability, if any, shall not exceed the amount paid by the Client for the specific service.

8. Software Usage

- 8.1** Software licenses are non-transferable unless approved in writing.
 - 8.2** The Client shall not copy, modify, or misuse the software.
 - 8.3** All intellectual property remains with the Company or its licensors.
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9. Service Changes

- 9.1** The Company may update services, pricing, or scope when necessary.
 - 9.2** Continued use of services indicates acceptance of such changes.
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10. Force Majeure

- 10.1** The Company is not responsible for delays or failure due to events beyond its control (e.g. internet issues, power failure, natural events).
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11. Governing Law

- 11.1** These Terms are governed by the laws of Malaysia.
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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: 03-33255455
- 12.4** Sales: 012-2345123
- 12.5** Email: vtechcss@gmail.com