

TERA TECH

IT, Computer & Training

No.99, Ground Floor, Kompleks

Karamunsing, 88300 Kota Kinabalu, Sabah.

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Terms & Conditions:

1. **Free checking** is only applicable if the problem cannot be resolved. If the issue is successfully resolved, a minimum fee (starting from **RM50.00**) will be charged.
2. Customers are responsible for ensuring all necessary passwords and access credentials are **provided** to facilitate repair and testing.
3. The completion time is **not fixed** and depends on the work queue, the technical condition of the device, availability of spare parts, and manpower. The completion time is not calculated from the time of device submission or deposit payment. We will update the status once the technician starts processing the device and inform you if there are any delays.
4. Customers are advised to **back up** all data before submitting items for repair, as Tera Tech will not be liable for any loss of data during the repair process.
5. The data that we backup will only be kept for **1 month**. After 1 month, customer data will be **deleted**.
6. Any **additional** parts or components required for repair will be sourced and charged **separately** with customer approval.
7. Motherboard repairs are subject to a minimum diagnostic fee RM50. A **cancellation** during the repair process will incur a charge of RM50.
8. If items are not collected within **one month**, Tera Tech reserves the right to **dispose** of the repaired item. Deposits are strictly **non-refundable** for any items that have been disposed of due to being uncollected beyond the stated claim period.
9. Tera Tech reserves the right to refuse service for items deemed **irreparable** or posing a safety **hazard**.
10. Payment for repair services must be settled in **full** upon collection of the repaired item. A **half deposit (50%)** is required before any repair work begins.
11. All items paid for by cheque can only be picked up once the cheque has **cleared**.
12. Tera Tech reserves the right to update or modify these terms and conditions at any time without prior notice.