



## **imagine's Device Bundle Services**

### Terms & Conditions

#### 1. Incorporation by reference

In addition to:

- 1.1. The General Terms and Conditions of Service;
- 1.2. Imagine Broadband Service Terms and Conditions;
- 1.3. Imagine Mobile Postpaid Service Terms and Conditions;
- 1.4. Imagine Dream Bundle Terms and Conditions.

Which terms and conditions are deemed to be incorporated by reference, the Customer shall be bound by the following Specific Terms and Conditions.

These Specific Terms and Conditions are available on the Imagine website or can be requested upon in writing.

#### 2. Definitions and Interpretations

2.1 For the purposes of these Specific Terms and Conditions, the following terms have the meanings set forth below: -

- 2.1.1 "Device" shall refer to any electronic device that is offered by Imagine and can tied together with any of Imagines Services.
- 2.1.2 "Device Bundle" shall refer to devices which are tied up together with any services offered by Imagine.
- 2.1.3 "Supplier" shall refer to the device authorized Suppliers that supplies devices to Imagine.

#### 3. Eligibility to sign up for Device Bundle Service

- 1.1 Meet the minimum requirements of each of the Device Bundle which the customer is interested in subscribing, not limited to the contract period for the services.
- 2.2 Complete any and all payment requirements set out for each of the Device Bundle which the customer is interested in subscribing.
- 3.3 Only for residential customer and not business customer unless otherwise stated.

#### 4. Device Warranty

4.1 Customer will be given a copy of Device warranty upon sign up for the Device.

4.2 Customer will need to keep the copy of their Device warranty for future claims.

Note: Device warranty varies based on the Device brand and model and may also be in different formats.

#### 5. After Sales Service

5.1 Customer has the option to either go directly to the Supplier service center or at specified Imagine Business Center for issues in relation to their Device.

5.2 Customer is required to produce the Proof of Purchase with the Device Warranty when sending their Devices to either the Supplier service center or at specified Imagine Business Center.

#### 6. Termination

6.1 In the event where the customer decides to terminate the services prior to completion of the contract period, the customer is required to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and remaining cost of the device determined by Imagine.

#### 7. Service cancellation

7.1 Customer is not allowed to cancel the broadband applications unless there are implications that arise from the network service provider.

7.2 In the event the customer requests for a service cancellation due to reasons including but not limited to the lack of infrastructure, non-standard installation or additional external costs, cancellation request shall be reviewed by Imagine.

#### 8. Plan Downgrade

8.1 Customer who has successfully subscribed to Dream Broadband and Wish Postpaid Mobile Bundle service are not allowed to downgrade their plan for the duration of contract period upon successful activation.

8.2 In the event the customer downgrades within the contract period, a downgrade fee will be charged and the customer is required to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract

period and remaining cost of the device determined by Imagine.

- 9 All details and particulars registered by the customer must be true, accurate and complete.
- 10 Imagine shall not be liable for any claims, losses and damages sustained by the customer for using the Device and the service.
- 11 Imagine reserves the right at any time in its absolute, sole discretion, notwithstanding anything in these terms and conditions to cancel or make amendment(s) to them.
- 12 Imagine reserves the right to alter these terms and conditions at any time without prior notice.
- 13 No change of ownership for the Device and the account used to connect to the service by the customer is allowed unless otherwise in the event of death or circumstances which was agreed to by Imagine.