SewaJe Insurance Information

Effective Date: 29 July 2026
Company: ICT Zone Ventures Bhd
Programme: SewaJe by Komputer Murah Online

This insurance information is for general guidance only. Your rental is subject to the SewaJe Device Rental Agreement and SewaJe Terms and Conditions.

Insurance Information

SewaJe includes insurance protection for your rented device throughout the active rental period, subject to the applicable insurance policy and its terms and conditions. Insurance provides added peace of mind, but not every incident is automatically covered.

1. Insurance Coverage

- Insurance is included for eligible devices during the active rental period.
- Coverage is subject to the insurer's policy terms, conditions, assessment and approval.
- Approved claims will be managed in accordance with the insurance policy.

2. What May Be Covered

Depending on the insurance policy, coverage may include:

- Accidental damage
- Theft or burglary
- Loss resulting from covered events
- Other insured risks specified in the policy

Coverage for each incident will be determined by the insurer after reviewing the claim.

3. What Is Not Covered

Insurance may not cover:

- Damage or loss excluded under the insurance policy.
- Intentional damage or fraudulent claims.
- Damage caused by negligence or misuse.
- Loss arising from failure to safeguard the device.
- Incidents where required documentation is not submitted within the stipulated timeframe.
- Any event specifically excluded by the insurer.

4. Reporting an Incident

If your device is lost, stolen, damaged or missing, you must:

- Notify SewaJe immediately through the official support channel.
- Follow all instructions provided by SewaJe.
- Submit all requested supporting documents within five (5) Business Days from SewaJe's request.

5. Insurance Claim Assessment

- All insurance claims are subject to review by SewaJe and the appointed insurer.
- Approval, rejection or settlement of a claim is determined solely in accordance with the insurance policy.
- Submission of a claim does not guarantee approval or replacement.

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6. **Customer Responsibilities**
   Customers are responsible for:
   - Taking reasonable care of the rented device at all times.
   - Providing accurate and complete information during the claims process.
   - Cooperating with SewaJe and the insurer throughout the claim assessment.
   - Returning the damaged device if requested as part of the claims process.

7. **Replacement Device**
   Where an insurance claim is approved, SewaJe may repair or replace the device with another device of similar or higher specification, subject to the insurer's approval and stock availability. The replacement device may differ in brand, model or appearance, and the original rental agreement will continue to apply.