SEWAJE PROGRAMME TERMS AND CONDITIONS

Effective Date: 7 July 2026
Company: ICT Zone Ventures Bhd
Programme: SewaJe by Komputer Murah Online

These Terms explain the main rules for renting a Device through SewaJe. Please read them before you apply, pay, receive, use or return your Device.

1 Introduction and Important Documents

1.1 These Terms apply to every stage of your SewaJe rental, including your application, registration, verification, payment, use, return, warranty or insurance claim, support request, any Deemed Disposal Event and rental closure.

1.2 These Terms are written for customer understanding and must be read together with the SewaJe Device Rental Agreement, order confirmation, invoice, receipt, payment records, delivery records, return records, inspection records and other related documents or electronic records issued or accepted by the Company.

1.3 These Terms and Conditions form part of your SewaJe rental arrangement.

1.4 If there is any inconsistency between these Terms and Conditions and the SewaJe Device Rental Agreement, the SewaJe Device Rental Agreement shall prevail, unless the Company expressly states otherwise in writing.

2 Key Terms

In these Terms:

"Company", "we", "us" or "our" means ICT Zone Ventures Bhd, which operates the SewaJe Programme under Komputer Murah Online.

"Customer", "you" or "your" means an individual or MSME customer who applies for, rents, receives, uses or returns a Device under the SewaJe Programme.

"Business Day" means a day other than Saturday, Sunday or a public holiday in Kuala Lumpur, Malaysia.

"MSME" means a micro, small or medium enterprise approved by the Company to participate in the SewaJe Programme.

"Device" means the ICT device rented by you under SewaJe, including any charger, adapter, bag, wired mouse, accessories, replacement device, substituted device, component, asset tag, serial label, security label, manual or other item provided together with the device.

"Rental Start Date" means the date on which successful payment is confirmed for the Deposit, First Month Rental and any applicable charges payable before release of the Device.

"Rental Period" means the rental period shown in your SewaJe Device Rental Agreement, order confirmation, checkout page or customer portal. It may end or change earlier if you return the Device early, the rental is terminated, there is a Default, a Deemed Disposal Event, a Total Loss or another provision applies.

"Monthly Rental" means the monthly rental amount payable by you for the Device.

"Deposit" means the security deposit payable by you before the Device is released.

"First Month Rental" means the first monthly rental payable by you before the Device is released.

"Monthly Billing Date" means the recurring monthly billing date for the Monthly Rental.

"Return Grace Period" means the seven (7) days after your Monthly Billing Date. To be eligible for a refund of that month's Monthly Rental, the Company must receive the Device within this period. The refund is subject to these Terms, the SewaJe Device Rental Agreement, inspection and Company approval.

"Deemed Disposal Event" means a situation where you do not return the Device when required under these Terms or the SewaJe Device Rental Agreement, unless the Company treats the matter as a Total Loss.

"Disposal Amount" means the amount you must pay after a Deemed Disposal Event. The Company will determine this amount reasonably and may use your Deposit to reduce it. It may include the Device replacement value, unpaid Monthly Rental, unpaid charges, recovery cost, administrative cost, legal cost, applicable taxes and any other amount payable under these Terms or the SewaJe Device Rental Agreement.

"Total Loss" means a situation where, in the Company's reasonable opinion, the Device is lost, stolen, missing, destroyed, damaged beyond economical repair or beyond repair, or cannot be returned because of loss, theft, destruction or damage.

3 Eligibility and Verification

3.1 The SewaJe Programme is available to eligible individual customers and MSME customers, subject to Company approval.

3.2 Individual customers must be at least eighteen (18) years old and legally capable of entering into a rental arrangement.

3.3 MSME customers must provide all business, owner, director, representative, contact, address and verification information required by the Company.

3.4 You must provide complete, true and accurate information, and complete all identity, payment, address, document, business, fraud, eligibility or other verification processes required by the Company.

3.5 The Company may reject, suspend or cancel any application, order, rental arrangement or Device release if information or documents are incomplete, inaccurate, false, suspicious, expired, unclear or misleading, payment is unsuccessful or disputed, verification or risk screening is not completed, fraud or misuse is suspected, the selected Device cannot be fulfilled, or the Company reasonably determines that approval or continuation may expose it to risk.

4 How the SewaJe Rental Works

4.1 SewaJe is a device rental programme. You may return the Device early under these Terms, but you must return it at the end of the Rental Period in accordance with the SewaJe Device Rental Agreement.

4.2 Before the Device is released, you must pay the Deposit, First Month Rental, delivery fee, stamp duty and any other applicable charges shown during checkout, in your order confirmation, invoice or payment page.

4.3 The standard Rental Period is twelve (12) months, unless otherwise stated in your SewaJe Device Rental Agreement, order confirmation, checkout page or customer portal.

4.4 The Company owns the Device during the Rental Period and until it accepts the return or confirms that the rental has closed. You do not gain any ownership rights in the Device under SewaJe.

4.5 You must return the Device at the end of the Rental Period unless the Company confirms otherwise in accordance with the SewaJe Device Rental Agreement. If you do not return the Device by the Return Due Date, the Company may treat the matter as a Deemed Disposal Event.

4.6 Unless the Company approves otherwise, each Device has its own agreement, order, Deposit, Rental Period, payment record and return record. A Device may also be assessed for a Deemed Disposal Event where relevant.

5 Device Category, Condition and Availability

5.1 The Device may be refurbished and may have minor signs of prior use, provided that it is in working condition as determined by the Company.

5.2 Device categories, specifications, pricing, Deposit amount, Monthly Rental, accessories and package details will be shown on the SewaJe website, checkout page, order confirmation, invoice or customer portal.

5.3 The actual brand, model and unit supplied are subject to stock availability, fulfilment status and Company approval.

5.4 Unless expressly confirmed by the Company in writing, you are not guaranteed any specific brand, model, serial number, cosmetic grade, batch or individual unit.

5.5 The Company may provide a Device of a different brand or model from your preferred or selected brand or model, provided that it is of a similar or higher category or specification, subject to stock availability.

6 Payments, Monthly Billing and Late Payment

6.1 Monthly Rental will be charged through the payment method approved by the Company, including recurring payment, auto-debit, e-mandate, card-on-file, online banking, payment gateway, manual payment or any other approved payment channel.

6.2 You must ensure that your payment method remains valid, active and has sufficient balance or limit.

6.3 Any failed payment will be treated as non-payment. You must update your payment method or settle the outstanding amount immediately.

6.4 If any Monthly Rental remains unpaid for more than seven (7) days after the relevant due date, the Company may impose a late payment administrative fee of RM10 once for that overdue monthly billing cycle.

6.5 The Company may send payment reminders or notices by email, WhatsApp, SMS, call, customer portal notification, platform notification or any other contact method provided by you.

6.6 If payment remains unpaid, the Company may contact you to arrange payment, request that you update your payment method, request return of the Device, or take further action in accordance with these Terms and the SewaJe Device Rental Agreement.

7 First Month Rental, Deposit and Deductions

7.1 The First Month Rental is strictly non-refundable, including where you return the Device early, terminate early, return during the first month, or return within any Return Grace Period during the first month.

7.2 A Deposit is required before the Device is released. The Deposit amount will be based on the selected Device package and shown before checkout or payment.

7.3 The Deposit may be refunded only if the Device is returned and accepted by the Company in acceptable condition, all provided items are returned, there are no outstanding payments, there is no breach, and the Company approves the refund after inspection.

7.4 The Company may use or keep all or part of your Deposit to cover unpaid rental, late payment administrative fees, missing accessories, damage, repair cost, replacement cost, Total Loss Amount, Disposal Amount, recovery cost, administrative cost, legal cost, applicable taxes or any other amount you owe.

7.5 If there is a Deemed Disposal Event, the Company may use and keep your Deposit to reduce the Disposal Amount and any other amount you owe. You must pay any remaining balance by the deadline stated by the Company.

8 Delivery, Self-Pickup and 48-Hour Reporting

8.1 You may choose delivery or self-pickup, subject to availability and Company approval.

8.2 You must provide accurate delivery, pickup, contact and address details. Delivery fees, if applicable, will be shown during checkout, in your order confirmation, invoice or payment page.

8.3 Risk of loss, theft or damage passes to you once the Device is delivered, collected by you or your authorised representative, or otherwise released to you.

8.4 You must inspect the Device upon delivery or collection and report any defect, missing accessory, wrong item or issue through the official support channel within forty-eight (48) hours.

8.5 If no issue is reported within forty-eight (48) hours, the Device may be treated as received in good condition, complete with the stated accessories and suitable for use.

9 Your Responsibilities

9.1 You must use the Device responsibly, safely and lawfully, and keep it in good condition.

9.2 You must protect the Device from loss, theft, damage, misuse, tampering or unauthorised access.

9.3 You must not sell, pawn, pledge, transfer, sub-rent, dispose of, modify, tamper with, remove, damage or obscure any serial number, asset tag, security label or identification mark on the Device.

9.4 You must not install illegal, pirated, malicious or unauthorised software on the Device while you are renting it. This rule continues until the Company accepts the return or confirms that the rental has closed.

9.5 You must inform the Company immediately if the Device is lost, stolen, damaged, not functioning properly, seized, missing or no longer under your possession or control.

9.6 You remain responsible for the Device until the Company accepts its return or confirms that the rental has closed following termination, a Deemed Disposal Event or a Total Loss.

10 Warranty and Support

10.1 Warranty and support are provided during the active Rental Period, subject to these Terms and the SewaJe Device Rental Agreement.

10.2 SewaJe provides carry-in warranty only, unless the Company states otherwise.

10.3 Warranty may cover normal hardware defects, subject to inspection and approval by the Company.

10.4 Warranty does not cover misuse, negligence, physical or liquid damage, loss, theft, unauthorised repair, software or data issues, virus, malware, normal wear and tear, cosmetic issues or accessories, unless approved by the Company.

10.5 Warranty or support may be suspended if there are outstanding payments, unresolved default, misuse of the Device or breach of these Terms or the SewaJe Device Rental Agreement.

10.6 The Company is not obliged to provide temporary replacement devices, loan units, rental rebates or compensation while a Device is undergoing inspection, repair or maintenance.

11 Insurance, Loss, Damage and Total Loss

11.1 All-risk insurance cover is included during the active Rental Period while the Device is in your possession or control. Cover is subject to the insurer's terms, conditions, exclusions, claim requirements and approval.

11.2 You must tell the Company immediately if the Device is lost, stolen or damaged. If the Company asks, you must make a police report and provide the required documents, such as an incident report, photographs or other supporting documents, within five (5) Business Days from the Company's request, unless the Company agrees otherwise in writing.

11.3 Insurance claims will be handled internally by the Company, but the Company does not guarantee that any claim will be approved.

11.4 Insurance does not cover all situations. You remain responsible for any insurance excess, rejected claim, uncovered loss, shortfall amount, negligence, misuse, unpaid rental, missing accessory, repair cost, replacement cost, recovery cost or other amount not covered by insurance.

11.5 If the Device is lost, stolen, missing, destroyed or damaged beyond economical repair or beyond repair, the Company may treat it as a Total Loss. If you do not return the Device when required, the Company may treat it as a Deemed Disposal Event, unless it is treated as a Total Loss. The Company may calculate the amount you must pay under these Terms and the SewaJe Device Rental Agreement.

11.6 If the Device is classified as Total Loss and you wish to continue with SewaJe by receiving a replacement Device, you must pay the applicable insurance excess fee, subject to Company approval, insurer approval and replacement stock availability.

11.7 Unless otherwise stated by the Company or insurer, the insurance excess fee for Total Loss replacement is RM200 for the first claim, RM400 for the second claim, and RM600 per claim for the third and subsequent claims.

11.8 The Company may deduct any applicable Total Loss Amount or Disposal Amount from your Deposit. You must pay any remaining balance if the Deposit is not enough.

12 Return, Inspection and Approved Deposit Refund

12.1 You may request to return the Device through the SewaJe system, where available, or through the official SewaJe / Komputer Murah Online support channel approved by the Company.

12.2 After the Company approves your return request or gives you return instructions, you must return the Device using the approved return method by the deadline stated by the Company. For a return under the Return Grace Period, the Company must receive the Device within seven (7) days from the relevant Monthly Billing Date.

12.3 The Device must be returned with all accessories, charger, adapter, bag, wired mouse and any other item provided with the Device.

12.4 You remain responsible for the Device until it is received and accepted by the Company.

12.5 After receiving the returned Device, the Company will inspect it within three (3) Business Days. The Company may extend the inspection or assessment period by notifying you if there is damage, missing accessories, suspected tampering, technical issue, data lock, account lock, dispute, insurance issue, suspected fraud or any matter requiring further assessment.

12.6 A return is completed only when the Device has been received, inspected and accepted by the Company.

12.7 If the Device is accepted in acceptable condition, all provided items are returned, there are no outstanding payments or breaches, and the Company approves the Deposit refund, the Company will process the approved refund within up to seven (7) Business Days after inspection and acceptance. Bank, payment gateway or payment provider processing time may take longer.

12.8 The Company may deduct any outstanding amount from the Deposit before refunding the balance, if any

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13 Return Grace Period and Early Termination

13.1 If a Monthly Rental is charged for a new monthly billing cycle, you may be eligible for a refund of that Monthly Rental only if the Company receives the Device within the Return Grace Period, subject to these Terms and the SewaJe Device Rental Agreement.

13.2 The Device is treated as returned within the Return Grace Period only when the Company physically receives and accepts it. Submitting a return request, receiving return instructions or sending the Device does not by itself qualify you for a refund. That month's Monthly Rental may be refunded only when all applicable conditions are met and the Company approves the refund.

13.3 The First Month Rental is not refundable, even if the Device is returned during the first month or within any Return Grace Period, unless otherwise required by law or approved by the Company in writing.

13.4 You may request early termination by returning the Device, subject to Company approval, inspection and acceptance.

13.5 Early termination is completed only after the Device is returned and accepted, inspection is completed, all outstanding payments and charges are settled, and the Company confirms closure of the rental arrangement.

13.6 You remain responsible for all Monthly Rental and charges incurred until the Device is returned and accepted by the Company, subject to any approved refund under these Terms and the SewaJe Device Rental Agreement.

14 End of Rental Period and Return of Device

14.1 SewaJe is a rental arrangement only. You may use the Device during the Rental Period in accordance with these Terms and the SewaJe Device Rental Agreement. SewaJe does not automatically transfer ownership of the Device to you and is not a hire-purchase or financing arrangement. You do not have a right to keep the Device after the Rental Period.

14.2 The Company continues to own the Device after the Rental Period ends until the Company accepts the return or confirms that the rental has closed. You must return the Device, together with all accessories and other items provided with it, on or before the Return Due Date shown in your SewaJe Device Rental Agreement, order confirmation, customer portal or Company notice.

14.3 If the Company does not receive and accept the Device by the Return Due Date, it may contact you to arrange the return, continue charging Monthly Rental, use or keep the Deposit, suspend rental-related services and take any other action allowed under these Terms or the SewaJe Device Rental Agreement.

14.4 If the Device is still not returned after the Company has sent a return request, reminder or notice, the Company may treat the matter as a Deemed Disposal Event. If the Device is lost, stolen, missing, destroyed or damaged beyond economical repair or beyond repair, the Company may treat it as a Total Loss. For a Deemed Disposal Event, you must pay the Disposal Amount and any other amount due. The Company may use and keep your Deposit to reduce these amounts.

14.5 The SewaJe rental warranty, support, replacement processing, Monthly Rental refund rights and rental-related services for the Device will end when the Rental Period ends, the rental is terminated, the Device is accepted for return, a Deemed Disposal Event occurs or there is a Total Loss, unless required by law or approved by the Company in writing. The expiry of the Rental Period, a Deemed Disposal Event or the use of your Deposit does not remove the Company's rights under these Terms, the SewaJe Device Rental Agreement or applicable law.

15 Default and Recovery

15.1 You may be considered in default if you fail to pay any amount due, provide false or misleading information, fail verification, misuse, damage or lose the Device, refuse or fail to return the Device, sell,

pawn, pledge, transfer, sub-rent or dispose of the Device, become insolvent or bankrupt, or breach these Terms or the SewaJe Device Rental Agreement.

15.2 If you are in Default, the Company may send reminders, suspend the rental or support, use or keep the Deposit, request the immediate return of the Device, recover the Device, appoint recovery agents or legal representatives, process a Deemed Disposal Event where applicable, and take lawful action to recover any outstanding amount or loss.

15.3 You remain responsible for unpaid rental, late payment administrative fees, damage, a missing Device or accessory, Disposal Amount, Total Loss Amount, recovery cost, legal cost, administrative cost, applicable taxes and any other amount you owe.

15.4 Any CTOS, credit reporting or external default reporting process, if applicable, will be subject to applicable law, Company policy and any notice or consent required.

16 Personal Data and Communications

16.1 The Company may collect, use, process, store and share your personal data to operate and manage SewaJe. This includes registration, verification, order processing, payment, recurring billing, delivery, support, warranty, return, inspection, refund, Deemed Disposal Event, recovery, fraud prevention, legal compliance and customer service.

16.2 The Company may process your personal data in accordance with its applicable privacy notice or privacy policy.

16.3 You must ensure that your personal data and contact information are accurate and up to date.

16.4 The Company may contact you by email, WhatsApp, SMS, phone call, customer portal notification, platform notification, payment gateway notification, invoice, receipt, order confirmation, letter, courier, support ticket or any other contact method provided by you.

16.5 Marketing communications are subject to your separate marketing consent, where applicable.

17 Taxes, Stamp Duty and Other Charges

17.1 You are responsible for applicable taxes, stamp duty, delivery fees, payment gateway charges, late payment administrative fees, replacement charges, repair charges, recovery charges, administrative charges and other fees shown during checkout or otherwise notified by the Company, unless stated otherwise by the Company.

17.2 Where applicable, stamp duty shall follow the Stamp Act 1949 and current LHDN requirements.

17.3 All prices are inclusive of SST where applicable, unless stated otherwise.

18 Limitation of Responsibility

18.1 To the extent permitted by law, the Company shall not be responsible for loss of personal data, files, software, applications, settings, passwords, accounts or content stored in the Device.

18.2 You are responsible for backing up and removing your personal data before sending the Device for support, repair, inspection, return or rental closure.

18.3 The Company shall not be liable for indirect, incidental, special or consequential loss, including loss of profit, business, data, use or opportunity, except where such exclusion is not permitted by law.

19 Changes to These Terms

19.1 The Company may update these Terms from time to time by giving notice through the website, customer portal, email or other reasonable communication method.

19.2 Any update shall not affect rights, obligations or liabilities accrued before the update takes effect, unless required by law or agreed by you.

19.3 Your continued use of the Device or participation in the SewaJe Programme after the effective date of the updated Terms may constitute acceptance of the updated Terms, subject to applicable law.

20 Governing Law, Contact and Support

20.1 These Terms are governed by the laws of Malaysia.

20.2 Any dispute relating to the SewaJe Programme, these Terms or the SewaJe Device Rental Agreement shall be subject to the jurisdiction of the courts of Malaysia.

20.3 For enquiries, payment issues, warranty support, return requests or general assistance, please contact:

Komputer Murah Online / SewaJe Support
Email: care@komputermurah.my
WhatsApp Message Only: 019-866 9213
Operation Hours: Monday to Friday, 9:00 AM - 6:00 PM
Closed: Saturday, Sunday and public holidays

20.4 Please provide your order number, name, contact details and device details when contacting support.