SewaJe Warranty Terms

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

These warranty terms are for general guidance only. Your rental is subject to the SewaJe Device Rental Agreement and SewaJe Terms and Conditions.

Warranty Terms

SewaJe provides warranty support throughout the active rental period to ensure your device remains functional for normal use.

1. Warranty Coverage

- Warranty is available only during the active rental period.
- All warranty claims are subject to inspection, verification and approval by SewaJe.
- Warranty covers manufacturing defects and hardware failures arising from normal usage.

2. Warranty Exclusions

The warranty does not cover:

- Accidental damage
- Liquid damage
- Misuse, negligence or improper handling
- Unauthorised repairs or modifications
- Loss or theft of the device
- Cosmetic wear and tear that does not affect functionality
- Damage caused by software, viruses or malware

(Insurance coverage, where applicable, will be handled separately according to the insurance policy.)

3. Warranty Service Process

- Customers must return (carry-in) the device to the designated SewaJe service centre unless otherwise advised by SewaJe.
- The device will be inspected before any warranty claim is approved.
- Customers should report any device issue as soon as reasonably possible.

4. Repair Timeline

- SewaJe aims to complete approved warranty repairs as quickly as possible.
- A temporary or loan device is **not guaranteed** during the first three (3) Business Days of inspection or repair.
- If an approved warranty repair cannot be completed within three (3) Business Days after SewaJe receives the device, SewaJe may provide a replacement device of similar or higher specification, subject to availability and approval.

5. Replacement Device

Where approved:

- The replacement device may differ in brand, model or appearance.
- The replacement device will provide comparable or higher functionality and performance.
- The original rental agreement continues to apply to the replacement device.

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6. **Customer Responsibilities**
   Customers must:
   - Handle the device with reasonable care.
   - Report any defects or malfunction promptly.
   - Return the complete device, including accessories supplied by SewaJe, when requested for inspection or repair.
   - Cooperate with SewaJe during the warranty assessment process.

7. **SewaJe's Decision**
   SewaJe reserves the right, following inspection, to determine whether a device will be:
   - repaired;
   - replaced; or
   - deemed not covered under warranty if the damage falls within the warranty exclusions.