

NATURAL CARE SERVICE PACKAGE RENEWAL

TERMS AND CONDITIONS

1. These terms and conditions (“Terms and Conditions”) shall apply to the Natural Care Service Package (NCSP) renewal for both Outright and EasyPay by Cuckoo International Brunei.
2. NCSP includes the following services:
 - i. Servicing every four (4) months
 - ii. Filter changes
 - iii. Product warranty
3. Natural Care Service 1st scheduled service will be conducted during the 4th month from the NCSP Renewal date or from the last NCS expiry month (for those who renew NCSP before the expiry date).
4. When your Natural Care Service Package expires, your unit is not covered under warranty and filter replacements and maintenance. Therefore, all filter replacements, warranties and repairs will be subject to individual filter charges during first scheduled service and upon inspection.
5. 2 payments method to renew Natural Care Service Package:
 - i. **Outright** payment
 - ii. **EasyPay** Installment
 - EasyPay Installment is 1 year contract, billed every 1st of the month.
 - IC Copy and debit/credit card to be provided upon sign up for automatic payment deduction.
6. NCSP Restart fee of \$100 is chargeable to customers whose NCSP has been expired for 1 month or more.
7. Immediate service for expired NCSP products will be charged at; water purifier \$50 / air purifier \$100.
8. All successful renewal and payment are non-refundable.

EASYPAY INSTALLMENT

1. EasyPay Installment Contract is 1 year contract, billed every 1st of the month.
2. Debit card or credit card to be provided upon sign up for automatic payment deduction.
3. All payment shall be timely to prevent any service interruption. If failure to make the payments, Cuckoo International Brunei will not perform any service or maintenance if there are any outstanding payments due.
4. If the Customer have missed the payment for two (2) consecutive months, this agreement will be terminated, and all previous payment will be forfeited.
5. All successful renewal and payment are non-refundable.

EARLY BIRD PROMOTION

1. Promotion only valid until 1 month before NCSP expiry month.
2. 10% discount for 1 year **outright** Natural Care Service Package renewal sign up.
3. 20% discount for 2 years or more **outright** Natural Care Service Package renewal sign up.



Cuckoo International (B) Sdn Bhd.
Unit 1, 2 &3, Ground Floor, 1st and 2nd Lot 31750,
Bangunan Melabau Complex, Kg. Serusop Mukim Berakas A,
Jln Muara, BSB. Brunei Darussalam.
Tel: +6732333330 Email: ncsp@cuckoobrunei.com

Dated: 01/12/2022

NCSP PRODUCT WARRANTY

1. NCSP product warranty does not cover the following:
 - i. Damage or fault caused by the negligence and/or misuse by the Customer and/or the Authorised Persons;
 - ii. Damage or fault by any tampering of the Goods by any person other than the Cuckoo International Brunei's personnel; and/or
 - iii. Damage or fault caused by using supplies and spare parts that are not provided by Cuckoo International Brunei
2. Product warranty will be voided for all Cuckoo products NCSP that has been expired for 6 months or more.