

Dated: 01/02/2026

## 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 1<sup>st</sup> scheduled service will be conducted during the 4<sup>th</sup> 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 3 year contract, billed every 1<sup>st</sup> 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 4 month or more.
7. All successful renewal and payment are non-refundable.

#### EASYPAY INSTALLMENT

1. EasyPay Installment Contract is 3 year contract, billed every 1<sup>st</sup> 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.

#### NCSP PRODUCT WARRANTY

- i. All Cuckoo Water Purifier and Air Purifier product warranty will be revised to a maximum of 8 years warranty coverage of the product life.
- ii. All Outright/Rent-to-Own water purifier and air purifier products signed up, warranty will maintain according to the duration of the Outright/RTO period.
- iii. Any additional Natural Care Service Package purchase for the product will be given extended product warranty up to 8 years of the product lifetime from first signed up.

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- iv. Any product which is more than 8 years, all NCSP purchased do not have product warranty coverage.
- v. 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
- vi. Product warranty will be voided for all Cuckoo products NCSP that has been expired for 6 months or more.
- vii. All Outright/Rent-to-Own water purifier and air purifier products includes both warranty and periodic service within the 8 year period (Known as NCS+). Any additional Natural Care Service Package purchase for the product will be given extended product warranty up to 8 years of the product lifetime from first signed up. Any product which is more than 8 years, all NCSP purchased does not include warranty coverage (Known as NCS).

Natural Care Service Package (NCSP) price:

i. Water Purifier

Product Name	NCS+ Outright Price (BND \$)	NCS Outright Price (BND \$)	NCSP Easypay Price / month (BND \$)
Fusion Top	\$220	\$198	\$19
King Top	\$220	\$198	\$19
Xcel	\$220	\$198	\$19
Iris Top	\$250	\$225	\$21
Icon	\$250	\$225	\$21
Epic	\$180	\$162	\$15
Jazz	\$220	\$198	\$19
Queen	\$280	\$252	\$24
Deluxe	\$280	\$252	\$24
Titan Top	\$280	\$252	\$24
Warrior Top	\$220	\$198	\$19
King Top 2	\$220	\$198	\$19
Grande	\$250	\$225	\$21

ii. Air Purifier

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Product Name	NCS+ Outright Price (BND \$)	NCS Outright Price (BND \$)	NCSP Easypay Price / month (BND \$)
B Model	\$190	\$171	\$16
C Model	\$190	\$171	\$16
Cuckoo C+	\$190	\$171	\$16
D Model	\$280	\$252	\$24
R Model	\$190	\$171	\$16

iii. Kitchen Appliance

Product Name	NCS Price (BND \$)
Inductrio	\$250
Klear Kitchen Filtration	\$120