

Dated: 08/05/2026

RE-RENTAL PROGRAM

TERMS AND CONDITIONS

1. These Terms and Conditions ("**Terms and Conditions**") shall apply to the CUCKOO Re-Rental Program for all eligible CUCKOO products and product categories as may be determined, offered or approved by CK Electronics Sdn Bhd (the "**Company**") from time to time.
2. The Re-Rental Program is available to existing CUCKOO customers who meet all of the following eligibility requirements:
 - (i) Customers who purchased their CUCKOO product outright or Customers with six (6) months or fewer remaining under their existing rental contract;
 - (iii) Customers must not have any outstanding payments, overdue balances, or breached contractual obligations; and
 - (iv) Customers whose existing product is approved by the Company following inspection, where applicable.
3. Customers participating in the Re-Rental Program may trade in their existing CUCKOO product for another product within the same product category only, including but not limited to:
 - (i) Water Purifier to Water Purifier; and
 - (ii) Other eligible product categories as determined by the Company.
4. All customers approved under the Re-Rental Program shall enter into a new contract for the upgraded product, on such rental term, outright purchase basis (where applicable), payment plan or other arrangement as may be offered, approved, or determined by the Company from time to time. Unless otherwise stated by the Company, the standard rental term shall be seven (7) years.
5. The customer's existing product, including all accessories, components, fittings, adapters, and related items supplied by the Company, must be returned upon installation of the upgraded product.
6. The customer's existing product shall be subject to inspection by the Company and/or its appointed technician before approval, upon installation of the upgraded product, or upon return, where applicable. The Company reserves the right to reject any Re-Rental application or returned product if the existing product is incomplete, damaged, modified, non-functional, unsafe or otherwise not in acceptable condition, and may impose additional charges where applicable.

7. Any existing Natural Care Service Package (“**NCSP**”), maintenance plan, warranty entitlement, promotional benefit, or prior service arrangement attached to the customer’s current product shall not be transferable to the Re-Rental Program.
8. All payments made under the existing contract and/or under the Re-Rental Program are non-refundable unless otherwise determined by the Company.
9. Customers are required to comply with all payment obligations under the new rental contract. Failure to make timely payments may result in suspension of services, additional charges, or termination of the agreement in accordance with the Company’s policies.
10. Participation in the Re-Rental Program is subject to the Company’s approval for each application. The Company may impose, vary or waive any participation limit at its sole discretion.
11. The Company reserves the right to:
 - (i) Approve or reject any Re-Rental application at its sole discretion;
 - (ii) Determine product eligibility and availability under the Re-Rental Program;
 - (iii) Amend, revise, suspend, or terminate these Terms and Conditions and/or the Re-Rental Program at any time without prior notice.
12. By participating in the Re-Rental Program, customers shall be deemed to have read, understood, and agreed to these Terms and Conditions.