

**Terms and Conditions for Acson Malaysia  
December 2023 Free Indoor Air Conditioner Cleaning Service Campaign**

**General**

- 1.0) The following terms and conditions govern December 2023 Free Indoor Cleaning Service Campaign that is made available by Acson Malaysia Sales & Service Sdn Bhd (the “Acson Malaysia”, “we”, “our” or “us”). These Terms and Conditions represent the whole agreement and understanding between Acson Malaysia and the individual or entity who participate the promotion (“participant” or “you”).
- 1.1) Acson Malaysia reserves the right, in its sole discretion, to change or modify these Terms and Conditions at any time, with or without notice. You are responsible for periodically reading this document to review the then-current terms and conditions to which you are bound.

**Campaign Mechanism & Period**

2.0) Customer that purchase any Inverter wall mounted units from our Acson Online Store, Acson Official Lazada and Shopee store will be eligible for this free indoor air conditioner cleaning service. Not applicable for shop or Acson authorized dealer purchases.

Eligible Products are:

No	Product
1	ACSON AVORY Premium Inverter Wall Mounted Air Conditioner (1.0/1.5/2.0/2.5HP)
2	ACSON REINO+ Inverter Wall Mounted Air Conditioner (1.0/1.5/2.0/2.5HP)
3	ACSON REINO Inverter Wall Mounted Air Conditioner (1.0/1.5/2.0/2.5HP)

2.1) The free indoor air conditioner cleaning service campaign will run from **05 December 2023 – 1 January 2024**, whereby any purchases made thereafter shall not be entitled for the free indoor air conditioner cleaning service.

2.2) The free indoor air conditioner cleaning service is applicable to any brand of the residential indoor wall mounted unit, with the same horsepower (HP) of the new unit purchased by customer. For example, customer purchased 1 AVORY Premium Inverter (1.0HP) during this campaign period is eligible to enjoy 1-time free indoor air conditioner cleaning service for 1.0 HP applied to any brand of the residential indoor wall mounted unit.

## **Service Area & Service Validity Period**

3.0) The free indoor air conditioner cleaning service is only applicable for West Malaysia (Main City/Town) and East Malaysia (Kuching/Sandakan). If your location is beyond the scope of our service coverage, a complimentary gift of equivalent value to the free indoor air conditioner cleaning service will be given. We reserve the right to substitute any vouchers or free gift without giving notice.

3.1) The free indoor air conditioner cleaning service's **validity period is 6 months**, starting from the invoice date of purchased air conditioner (5/12/2023-1/1/2024).

## **Free Indoor Air Conditioner Cleaning Service Appointment**

4.0) After customer have successfully confirmed the order, customer can WhatsApp to +6019-6451344 (ACSON Technical Support) or email to [service@acson.com.my](mailto:service@acson.com.my) to make appointment for this free indoor cleaning service within 6 months upon purchased Acson Inverter during the campaign period.

4.1) Alternatively, Acson service team will contact customers to remind and assisting in making appointments for those customers who yet to make cleaning service appointment when they have purchased Acson Inverter during this campaign period.

4.2) Acson service team will check the service location, and arrange to make the appointment accordingly with the customer if the location is within our service coverage area. If the location is beyond our service coverage area, Acson team will then inform the customer regarding the complimentary gift of equivalent value to replace the free indoor air conditioner cleaning service.

4.3) Service time and date is based on our authorize service provider availability. The cleaning service will require a prior 7 days booking time.

4.4) Customer can only reschedule service once. The rescheduled service cannot be cancelled and must be a minimum of 24 hours from the current time.

## **Service/Warranty Policy**

5.0) After the free indoor air conditioner cleaning service, customer is entitled to have 60 days of workmanship warranty from Acson. The workmanship guarantees only for those units having problems after servicing such as unit not cold, unit leaking, etc. The workmanship is not cover those problems caused by the component issues, surrounding condition, mishandling by customer, etc.

5.1) In the event where Acson authorized service provider is unable to proceed with the indoor cleaning service at the provided address located within a high rise building, or being denied access to air conditioner unit due to unit placement, such as bars/ frames blocking the air conditioning unit, customer shall be responsible to resolve such issues with the building owner. If the customer fails to resolve the issues or if Acson is unable to proceed with the

indoor air conditioner cleaning service within the validity period not due to the fault of Acson, Acson shall at its absolute discretion be entitled to forfeit the indoor air conditioner cleaning service.

### **Personal Information**

6.0) To be eligible for free indoor air conditioner cleaning service, you are acknowledgeable and agreeable to the collection, retention, usage and distribution of the personal information (including but not limited to name, NRIC number, telephone number and address) in order to process and contact you regarding the promotion and for the purpose set out herein.

6.1) Details which consist of personal data provided by participants may be used by Acson Malaysia for the following purposes:

- a) The operations and process in this free cleaning service promotion.
- b) The arrangement of cleaning service.
- c) Updating our records about customer.
- d) Market research and statistical analysis and surveys with the aim of improving Acson Malaysia products and services.
- e) For any purposes required by law or regulation.