

AppleCare+ for Apple TV
AppleCare+ for Apple Watch
AppleCare+ for Headphones
AppleCare+ for HomePod
AppleCare+ for iPad
AppleCare+ for iPhone

How Consumer Rights Affect this Plan

THE BENEFITS CONFERRED BY THIS PLAN ARE IN ADDITION TO ALL RIGHTS AND REMEDIES PROVIDED UNDER CONSUMER PROTECTION LAWS AND REGULATIONS. THIS PLAN SHALL NOT PREJUDICE THE RIGHTS GRANTED BY APPLICABLE CONSUMER LAW, INCLUDING THE RIGHT TO RECEIVE REMEDIES UNDER STATUTORY WARRANTY LAW AND TO SEEK DAMAGES IN THE EVENT OF THE NON-PERFORMANCE BY APPLE OF ANY OF ITS CONTRACTUAL OBLIGATIONS.

1. The Plan

This contract (the “Plan”) governs the services provided to You by Apple under the above plans and includes the terms in this document, your Plan Confirmation (“Plan Confirmation”), and the original sales receipt for your Plan. Your Plan Confirmation will be provided to you at the time of purchase or sent to you automatically thereafter. If you purchased your Plan from Apple, you may obtain a copy of your Plan Confirmation by going to mysupport.apple.com/products.

Benefits under this Plan are additional to your rights under applicable laws, the manufacturer’s hardware warranty and any complimentary technical support.

The Plan covers the following equipment (collectively, the “Covered Equipment”): (i) the AirPods, Apple TV, Apple Watch, Beats devices, HomePod, iPad (including one Apple Pencil, one Apple Pencil Pro, and/or one Apple-branded iPad keyboard to be used with, and compatible with, your covered iPad, referred to as “iPad Input Devices”), or iPhone listed on your Plan Confirmation (“Covered Device”), and (ii) the accessories contained inside the original packaging of your Covered Device. The Covered Equipment must have been purchased or leased as new from Apple or an Apple Authorised Reseller. Where legal ownership of the Covered Equipment has been transferred to You, the Plan must have been transferred to You pursuant to Section 9. Covered Equipment includes any replacement product provided to You by Apple under Sections 2.1 or 2.2 of this Plan, including an iPad input device used with your covered iPad.

Coverage begins when you purchase the Plan and continues, unless cancelled, through the date specified in your Plan Confirmation (the “Plan Term”).

You can find the price of the Plan on the original sales receipt as provided by Apple or another seller from whom you’ve purchased your Plan (a “Reseller”).

This Plan is intended to and does only apply to Your Covered Equipment. This Plan is not for Your commercial use and may not be used by You in furtherance of any private gain including, but not limited to, seeking service for devices owned by others and which are not covered by this Plan. For the avoidance of doubt, other than as provided under Section 10 of this Plan, You may not sell, transfer, subcontract, delegate, or assign any of Your rights under this Plan. Apple has the right to monitor Your service requests to ensure compliance. Violation of this provision may void this Plan.

2. What is Covered?

2.1 Hardware Services for Defects or Consumed Battery (“Hardware Service”)

If during the Plan Term, you submit a valid claim by notifying Apple that a defect in materials and workmanship has arisen in the Covered Equipment or, in relation to Covered Equipment which uses an integrated rechargeable battery, where the capacity of the Covered Device's battery to hold an electrical charge is less than eighty percent (80%) of its original specifications, Apple will either: (i) repair the defect at no charge, using new parts or previously used genuine Apple parts that have been tested and pass Apple functional requirements, or (ii) exchange the Covered Equipment with a replacement product that is new or comprised of new and/or previously used genuine Apple parts that have been tested and pass Apple functional requirements.

All replacement products provided under this Plan will at a minimum have the same or substantially similar features (e.g., a different model with the same features, or the same model in a different color) as the original product. If Apple exchanges the Covered Equipment, the original product becomes Apple's property and the replacement product is your property, with coverage effective for the remainder of the Plan Term. Apple may use Covered Devices or replacement parts for service that are sourced from a country that is different from the country from which the Covered Device or original parts were sourced.

Hardware Service for iPad Input Devices is limited to one iPad Input Device used with your covered iPad and/or the replacement iPad Input Device provided to You by Apple under Sections 2.1 or 2.2 that is used with your covered iPad.

2.2 Services for Accidental Damage from Handling ("ADH Service")

If during the Plan Term you submit a valid claim that the Covered Device has failed due to accidental damage from handling resulting from an unexpected and unintentional external event (such as, drops and damage caused by liquid contact) ("ADH"), Apple will, subject to your payment of the service fee described below, either (i) repair the defect using new parts or previously used genuine Apple parts that have been tested and pass Apple functional requirements, or (ii) exchange the Covered Device with a replacement product that is new or comprised of new and/or previously used genuine Apple parts that have been tested and pass Apple functional requirements.

Exclusions apply as described below.

Each time you receive services for ADH is a "Service Event." You are eligible to receive unlimited Service Events for your Covered Device while the Plan is active, up to the date the Plan is cancelled or otherwise terminated. Requests for Service Events submitted and received by Apple after the Plan has been cancelled or terminated will not be covered by the Plan.

Important: Please refer to Section 3 for exclusions on provision of ADH Service.

The following service fees apply to each Service Event:

AirPods:	RM139
Apple TV:	RM69
Apple Watch (excluding Ultra, Hermès, and Edition):	RM329
Apple Watch Ultra:	RM379
Apple Watch (Hermès or Edition):	RM379
Beats:	RM139
HomePod mini:	RM69
HomePod:	RM199
iPad:	
iPad Input Device:	
Apple Pencil:	RM139
Apple Pencil Pro:	RM139
Apple-branded iPad keyboard:	RM139

Screen-Only Damage (all iPad Air 11" (Apple silicon M2), iPad Air 13" (Apple silicon M2), iPad Pro 11" (Apple silicon M4), iPad Pro 13" (Apple silicon M4) models):	RM139
Other Accidental Damage (iPad Air 11" (Apple silicon M2), iPad Air 13" (Apple silicon M2), iPad Pro 11" (Apple silicon M4), iPad Pro 13" (Apple silicon M4)):	RM469
Other Accidental Damage (all other models):	RM229
iPhone:	
Screen-Only Damage:	RM139
Back Glass-Only Damage (not available on iPhone SE and iPhone models released prior to iPhone 12):	RM139
Other Accidental Damage:	RM469

**Fees include applicable taxes payable by you.*

ADH Service for an iPad Input Device will count as a separate Service Event from ADH Service of your iPad subject to a separate service fee even if both your iPad and an iPad Input Device are damaged at the same time. ADH Service for iPad Input Devices is limited to one iPad Input Device and/or the replacement iPad Input Device provided to You by Apple under Sections 2.1 or 2.2 of this Plan that is used with your covered iPad.

For all iPad Screen-Only Damage claims, the iPad Screen-Only Damage Service Event fee specified above will apply to the ADH Service. The Covered Device must have no additional damage other than to the screen, including, but not limited to, a bent or dented enclosure that would prevent Apple from replacing the screen on the Covered Device. Covered Devices with additional damage will be charged as iPad Other Accidental Damage (iPad Air 11" (Apple silicon M2), iPad Air 13" (Apple silicon M2), iPad Pro 11" (Apple silicon M4), iPad Pro 13" (Apple silicon M4)) for the ADH Service.

If you elect to use Express Replacement Service ("ERS") for an iPad Screen-Only Damage claim, your claim will be charged as iPad Other Accidental Damage (iPad Air 11" (Apple silicon M2), iPad Air 13" (Apple silicon M2), iPad Pro 11" (Apple silicon M4), iPad Pro 13" (Apple silicon M4)).

iPad Screen-Only Damage repairs are only available on iPad models: iPad Air 11" (Apple silicon M2), iPad Air 13" (Apple silicon M2), iPad Pro 11" (Apple silicon M4), iPad Pro 13" (Apple silicon M4).

For iPhone – Screen-Only or Back Glass-Only Damage, the Covered Device must have no additional damage beyond either the screen or back glass damage, including, but not limited to, a bent or dented enclosure, that would prevent Apple from replacing either the screen or back glass on the Covered Device. Covered Devices with additional damage will be charged as iPhone Other Accidental Damage.

For an iPhone with both screen and back glass damage, but no additional damage beyond the screen and back glass damage, including, but not limited to, a bent or dented enclosure, that would prevent Apple from replacing the screen and back glass on the Covered Device, the iPhone Screen-Only and Back Glass-Only Service Fees will apply to the ADH Service. Covered Devices with additional damage will be charged as iPhone Other Accidental Damage.

If you elect to use ERS for an iPhone Screen-Only and/or Back Glass-Only Damage claim (see Section 5(c)), your Service Event will be charged the iPhone Other Accidental Damage fee.

Back Glass-Only Damage repairs are not available on devices other than iPhones. Back Glass-Only Damage repair is not available on iPhone SE and iPhone models released prior to iPhone 12.

The ADH coverage under the Plan is provided to you for a fee as a benefit under the group accidental damage insurance policy, which Apple has purchased from AIG Malaysia Insurance Berhad (Reg. No.

200701037463 [795492-W])(“AIG Malaysia”) (*licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia*). With respect to any ADH claim, AIG Malaysia has appointed Apple to repair or replace the Covered Device under such ADH claim. Reference to Apple’s obligations under this section shall mean AIG Malaysia’s obligations. ADH claims will be referred to AIG Malaysia to determine coverage. The Service Fee payable by you to Apple for any ADH claim is the deductible under your ADH coverage provided by AIG Malaysia.

Please note that if you seek service under this Plan in a country other than Malaysia, the service fee or local equivalent fee may need to be paid in that country’s currency and at that country’s applicable rate – for further details, please visit apple.com/legal/sales-support/applecare/applecareplus/ and select the appropriate device and location in which you seek service to view the applicable terms and fees.

2.3 Technical Support

During the Plan Term, Apple will provide you with priority access to telephone and web-based technical support for Covered Equipment (“Technical Support”). Technical support may include assistance with installation, launch, configuration, troubleshooting, and recovery (excluding data recovery), including storing, retrieving, and managing files; interpreting system error messages; and determining when hardware service is required or ADH coverage may be applicable. Apple will provide support for the then-current version of the supported software, and the prior Major Release. For purposes of this section, the term “Major Release” means a significant version of software that is commercially released by Apple in a release number format such as “1.0” or “2.0” and which is not in beta or pre-release form.

Apple Technical Support is limited to the following: (i) the Covered Equipment, (ii) the Apple-branded Operating System (“OS”) and Apple- or Beats-branded software applications that are pre-installed on or designed to operate with the Covered Equipment (“Consumer Software”), and (iii) connectivity issues between the Covered Equipment, a laptop or desktop computer, a compatible television, or other compatible wireless device that meets the Covered Equipment’s connectivity specifications and runs an operating system supported by the Covered Equipment.

Exclusions apply as described below.

3. What is not Covered?

3.1 Hardware Service and ADH Service

Apple may restrict Hardware Service and ADH Service to the country where the Covered Equipment was originally purchased.

Apple will not provide Hardware Service or ADH Service in the following circumstances:

- (a) To protect against normal wear and tear, or to repair cosmetic damage not affecting the functionality of the Covered Equipment;
- (b) To conduct preventative maintenance;
- (c) To replace Covered Equipment that is lost or stolen;
- (d) To repair damage caused by reckless, abusive, willful or intentional conduct, or any use of the Covered Equipment in a manner not normal or intended by Apple;
- (e) To install, remove or dispose of the Covered Equipment or the equipment provided to you while the Covered Equipment is being serviced;
- (f) To repair damage caused by a product that is not Covered Equipment;
- (g) To repair damage to a product that is not Covered Equipment;
- (h) To repair any damage to Covered Equipment (regardless of the cause) if the Covered Equipment has been opened, serviced, modified, installed or altered by anyone other than Apple or an authorized representative of Apple;

- (i) To repair pre-existing conditions of the Covered Equipment if you purchased the Plan after you purchased the Covered Equipment;
- (j) To repair any damage to Covered Equipment with a serial number that has been altered, defaced or removed;
- (k) To repair damages caused by fire, earthquake or other external causes;
- (l) The loss of, loss of use of, damage to, corruption of, inability to access, or inability to manipulate any electronic hardware or software, or components thereof, that are used to store, process, access, transmit, or receive information within Covered Equipment as a result of any cause or loss other than covered losses specifically stated in this Plan, including any unauthorized access or unauthorized use of such system, a denial of service attack, or receipt or transmission of malicious code;
- (m) The loss of, loss of use of, damage to, corruption of, inability to access, or inability to manipulate any electronic data stored within Covered Equipment, including any such loss caused by unauthorized access or unauthorized use of such data, a denial of service attack, or receipt or transmission of malicious code;
- (n) To repair damage caused by dishonest act, criminal offense, malicious act, or fraudulent act by you;
- (o) To repair damage resulting from, or caused by, short circuiting, arcing, self-heating, leakage of electricity, or power overload or outage for any cause;
- (p) Any loss or damage caused by a terrorist act or nuclear peril incident;
- (q) Breakdown or cessation of operation of Covered Equipment, which is not caused by an accident; or
- (r) If You are seeking service for a device under this Plan for a commercial purpose in furtherance of Your own financial gain, including if you have sold, transferred, subcontracted, delegated, or assigned any of Your rights under this Plan (except as provided under Section 10 of this Plan).

Installation of third-party parts may affect your coverage. As a condition of receiving Hardware or ADH Service, all Covered Equipment must be returned to Apple in its entirety including all original parts or Apple-authorized replacement components. The restriction does not prejudice your consumer law rights.

3.2 Technical Support

Apple will not provide Technical Support in the following circumstances:

- (a) For use of the OS and Consumer Software as server-based applications;
- (b) For issues that could be resolved by upgrading software to the then-current version;
- (c) For third-party products or their effects on or interactions with the Covered Equipment;
- (d) For your use of a computer or OS that is not related to Consumer Software or to connectivity issues with the Covered Equipment;
- (e) For software other than the Consumer Software;
- (f) For any Consumer Software designated as “beta,” “pre-release,” “preview,” or similar designation;
- (g) For damage to, or loss of any software or data that was residing or recorded on the Covered Equipment (note: the Plan does not cover the recovery or reinstallation of software programs and user data);
- (h) The loss of, loss of use of, damage to, corruption of, inability to access, or inability to manipulate any electronic hardware or software, or components thereof, that are used to store, process, access, transmit, or receive information within Covered Equipment as a result of any cause or loss other than covered losses specifically stated in this Plan, including any unauthorized access or unauthorized use of such system, a denial of service attack, or receipt or transmission of malicious code; or
- (i) The loss of, loss of use of, damage to, corruption of, inability to access, or inability to manipulate any electronic data stored within Covered Equipment, including any such loss caused by unauthorized access or unauthorized use of such data, a denial of service attack, or receipt or transmission of malicious code.

4. How to Obtain Service and Support?

You may obtain service or Technical Support by calling Apple at 1-800-803-638 or accessing support.apple.com/en-my. You must comply with all terms and conditions of this Plan to receive service or support, including but not limited to Your responsibilities set out in Section 6 below.

5. Service Options

Apple will provide Hardware or ADH Service to you through one or more of these options:

(a) Carry-in service. Carry-in service is available for most Covered Equipment. Return the Covered Equipment to an Apple-owned retail store location or to a service provider authorized by Apple that offers carry-in service. Service will be performed for you at the store, or the store may send the Covered Equipment to an Apple repair service (“ARS”) site for service. You must promptly retrieve the Covered Equipment.

(b) Mail-in service. Direct mail-in service is available for most Covered Equipment. If Apple determines that your Covered Equipment is eligible for mail-in service, Apple will send you prepaid waybills (and, if needed, packaging material). You must ship the Covered Equipment to an ARS site in accordance with Apple’s instructions. Once service is complete, the ARS site will return the Covered Equipment to you. Apple will pay for shipping to and from your location if you follow all instructions.

(c) Express Replacement Service (“ERS”) or do-it-yourself (“DIY”) parts service. ERS is available for certain Covered Equipment. DIY parts service is available for many Covered Equipment. This allows you to service your own Covered Equipment. If Apple requires return of the replaced device or part, Apple may require a credit card authorization to serve as security for the retail price of the replacement device or part and applicable shipping costs until you return the replaced device as instructed, and if you are not able to provide credit card authorization, service may not be available to you in which case Apple will offer an alternative arrangement for service. If you fail to return the replaced device or part as instructed or return a replaced device or part that is ineligible for service, Apple will charge the credit card for the authorized amount. If Apple does not require return of the replaced device or part, Apple will ship you free of charge a replacement device or part accompanied by any applicable instructions or requirements for disposal of the replaced device or part. As stated in Sections 2.1 and 2.2, if Apple replaces the Covered Equipment (*i.e.*, ships you a replacement device) and requires you to return the original device, the original device becomes Apple’s property and the replacement device provided by Apple becomes your property and the Covered Equipment with coverage effective for the remainder of the Plan Term. Apple is not responsible for any labour costs you incur in respect to ERS or DIY parts service.

You may elect to use ERS for iPhone Screen-Only or Back Glass-Only Service Events and you will be charged the iPhone Other Accidental fee listed in Section 2.2 because a replacement item of Covered Equipment will be provided to you.

You may elect to use ERS for iPad Screen-OnlyDamage claims, but these will be subject to the iPad Other Accidental Damage for (iPad Air 11” (Apple silicon M2), iPad Air 13” (Apple silicon M2), iPad Pro 11” (Apple silicon M4), iPad Pro 13” (Apple silicon M4)) Service Event fee specified in Section 2.2 as a replacement item of Covered Equipment will be provided to you.

Apple may change the method by which Apple provides repair or replacement service to you and your Covered Equipment’s eligibility to receive a particular method of service.

Service will be limited to the options available in the country where you request service. Service options, parts availability and response times may vary. If service is not available for the Covered Equipment in a country that is not the country of purchase, you may be responsible for shipping and handling charges to facilitate service in a country where service is available. If you seek service in a country that is not the country of purchase, you must comply with all applicable import and export laws and regulations and be

responsible for all custom duties, V.A.T. and other associated sales taxes and charges. For international service, Apple may repair or exchange products and parts with comparable products and parts that comply with local standards.

6. Your Responsibilities

To receive service or support under the Plan, you agree to (i) provide your Plan Agreement Number, a copy of your Plan's original proof of purchase, and a copy of the Covered Equipment's original proof of purchase, and the Covered Equipment's Serial Number, (ii) provide information about the symptoms and causes of the issues with the Covered Equipment, (iii) respond to requests for information needed to diagnose or service the Covered Equipment, (iv) follow instructions Apple gives you, (v) update software to currently published releases prior to seeking service, and (vi) back up software and data residing on the Covered Equipment.

FOR DEVICES WITH STORAGE MEDIA, DURING HARDWARE SERVICE, APPLE WILL DELETE THE CONTENTS OF THE COVERED EQUIPMENT AND REFORMAT THE STORAGE MEDIA. Apple will return your Covered Equipment or provide a replacement as the Covered Equipment was originally configured, subject to applicable updates. Apple may install OS updates as part of hardware service that will prevent the Covered Equipment from reverting to an earlier version of the OS. Third-party applications installed on the Covered Equipment may not be compatible or work with the Covered Equipment as a result of the OS update. You will be responsible for reinstalling all other software programs, data, and passwords.

7. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, APPLE AND ITS EMPLOYEES AND AGENTS, AND THE INSURER, WILL UNDER NO CIRCUMSTANCES BE LIABLE TO YOU OR ANY SUBSEQUENT OWNER OF THE COVERED EQUIPMENT FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, THE COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA OR THE FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA, ANY LOSS OF BUSINESS, PROFITS, REVENUE OR ANTICIPATED SAVINGS, RESULTING FROM APPLE'S OR THE INSURER'S OBLIGATIONS UNDER THIS PLAN. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE LIMIT OF APPLE AND ITS EMPLOYEES' AND AGENTS' AND THE INSURER'S LIABILITY TO YOU AND ANY SUBSEQUENT OWNER ARISING UNDER THIS PLAN SHALL NOT EXCEED THE ORIGINAL PRICE PAID FOR THIS PLAN. APPLE SPECIFICALLY DOES NOT WARRANT THAT (i) IT WILL BE ABLE TO REPAIR OR REPLACE THE COVERED EQUIPMENT WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA, (ii) IT WILL MAINTAIN THE CONFIDENTIALITY OF DATA, OR (iii) THE OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE.

THE BENEFITS CONFERRED BY THIS PLAN ARE IN ADDITION TO ANY RIGHTS AND REMEDIES PROVIDED UNDER CONSUMER LAWS AND REGULATIONS. TO THE EXTENT THAT LIABILITY UNDER SUCH LAWS AND REGULATIONS MAY BE LIMITED, APPLE'S LIABILITY IS LIMITED, AT ITS SOLE OPTION, TO REPLACEMENT OR REPAIR OF THE COVERED EQUIPMENT OR SUPPLY OF THE SERVICE. SOME STATES OR PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO SOME OR ALL OF THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

8. Cancellation

8.1 Your Cancellation Rights

Regardless of your method of purchase, you may cancel this Plan at any time for any reason.

(a) Cancellations with the return of your Covered Device:

To cancel this Plan with the return of your Covered Device, as permitted by the original sales channel's return policy, go to the original sales channel of your Covered Device purchase (whether a Reseller or Apple). You (or the financing entity, in the event your Plan was financed) will receive a full Plan refund.

(b) Cancellations of Plans within thirty (30) days of purchase from Resellers

If you would like to cancel this Plan within thirty (30) days of purchasing it from a Reseller, you may need to contact the Reseller to cancel the Plan and receive a full refund.

(c) All other cancellations:

Call Apple at 1-800-803-638, or send written notice with your Plan Agreement Number and Plan's original proof of purchase to AppleCare Administration, Apple Malaysia Sdn. Bhd. Menara CIMB, Jalan Stesen Sentral 2, Level 11, Kuala Lumpur 50470, Malaysia. Your Plan will be cancelled upon receipt of the written notice.

If You contact Apple to cancel Your Plan within thirty (30) days of the Plan purchase date and You paid for the Plan in full, You will receive a full refund.

If You contact Apple to cancel Your Plan more than thirty (30) days after the Plan purchase date and You paid for the Plan in full, You will be entitled to a pro rata refund based on the percentage of unexpired time remaining on Your Plan.

If You have already made a valid claim under Your Plan, then - whenever You cancel - Apple may deduct from any refund the value of the benefit You received, which may result in no refund of being due to You.

If Your Plan is financed through a Plan Payment Provider, contact Apple or your Plan Payment Provider to cancel your Plan. Apple may return any refund owed to the financing entity who paid Apple for your Plan.

8.2 Apple's Cancellation Rights

Unless applicable local law provides otherwise, Apple may cancel this Plan (both on its own behalf and on behalf of Insurer) immediately and without prior notice for fraud or material misrepresentation, or if You have used this Plan for commercial purposes in furtherance of Your own financial gain, and may demand immediate payment of the cost of all services provided to You and no refund of any kind will be issued.

Additionally, unless applicable local law provides otherwise, Apple may cancel this plan if service parts for the Covered Equipment are not available, upon thirty (30) days' prior written notice. If local law permits and Apple cancels this Plan for the unavailability of service parts, you will receive a pro-rata refund for the Plan's unexpired term. With respect to cancellation of the ADH Services of the Plan, Apple shall be deemed to act on behalf of AIG Malaysia.

8.3 Effect of Cancellation

Upon the effective date of your early cancellation, Apple's future obligations under this Plan to you are fully extinguished.

9. Transfer of Plan

You may make a one-time permanent transfer of all of your rights under the Plan to another party, provided that: (i) you transfer to the other party the original proof of purchase, the Plan Confirmation, the Plan's printed materials, and this service contract; (ii) you notify Apple of the transfer by sending notice of transfer to AppleCare Administration, Apple Malaysia Sdn. Bhd. Menara CIMB, Jalan Stesen Sentral 2, Level 11, Kuala Lumpur 50470, Malaysia, and (iii) the other party accepts the terms of this service contract. When notifying Apple of the transfer, you must provide the Plan Agreement Number, the serial number of the Covered Equipment, and the name, address, telephone number, and email address of the new owner.

10. General Terms

- (a) Apple may subcontract or assign performance of its obligations to third parties but shall not be relieved of its obligations to you in doing so.
- (b) Apple is not responsible for any failures or delays in performing under the Plan that are due to events outside of Apple's reasonable control.
- (c) You are not required to perform preventative maintenance on the Covered Equipment to receive service under the Plan.
- (d) In carrying out its obligations Apple may, at its discretion and solely for the purposes of monitoring the quality of Apple's response, record part or all of the calls between you and Apple.
- (e) You agree that any information or data disclosed to Apple under this Plan is not confidential or proprietary to you. Furthermore, you agree that Apple may collect and process data on your behalf when it provides any service. This may include transferring your data to affiliated companies, the Insurer or service providers in accordance with the Apple Customer Privacy Policy.
- (f) Apple has security measures, which should protect your data against unauthorized access or disclosure as well as unlawful destruction.
- (g) You understand and agree that by purchasing the Plan, Apple will use, process, transfer, and protect your information in accordance with Apple Customer Privacy Policy available at apple.com/legal/privacy/my/. Without prejudice to the foregoing, you agree that Apple, its affiliates or service providers may use and process your name, device serial number, contact information, repair history and other personal information we, our affiliates or service providers collect or generate in relation to your Plan, for the purposes of: (i) providing and administering the services under the Plan and performing this contract; (ii) ensuring service quality; and (iii) communicating with you regarding your Plan, related financial transactions, and services and support provided under this contract. For such purposes, you agree that this may include the transfer of your personal information between Apple, its affiliates and service providers. If you have any questions regarding the processing of your personal data, contact Apple through the telephone numbers provided or at apple.com/legal/privacy/contact . If you wish to have access to the information that Apple holds concerning you or if you want to make changes, access appleid.apple.com/my to update your personal contact preferences or you may contact Apple at apple.com/my/privacy/contact.**
- (h) The terms of the Plan, including the original sales receipt of the Plan and the Plan Confirmation, shall prevail over any conflicting, additional, or other terms of any purchase order or other document, and constitute your and Apple's (and, where applicable, the Insurer's) entire understanding with respect to the Plan.

(i) Apple is not obligated to renew this Plan. If Apple does offer to renew this Plan, Apple will determine the price and terms.

(j) There is no informal dispute settlement process available under this Plan.

(k) “Apple” is Apple Malaysia Sdn. Bhd. Menara CIMB, Jalan Stesen Sentral 2, Level 11, Kuala Lumpur 50470, Malaysia, legal and financial obligor. “Beats” is Beats Electronics LLC (a/k/a Beats by Dr. Dre), a subsidiary of Apple Inc. producing audio products, including certain Covered Equipment under the Beats brand name.

(l) The ADH Services available under the Plan are provided to you pursuant to a group insurance policy issued by AIG Malaysia Insurance Berhad at Level 17, Menara Worldwide, 198 Jalan Bukit Bintang, 55100 Kuala Lumpur, Malaysia (licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia (“AIG Malaysia”), an insurance company authorized to carry on general insurance business in Malaysia to Apple and its resellers, and that you participate in by purchasing this Plan. All terms, conditions and exclusions in complete details are as specified in the Group Policy available at aig.my/.

(m) This Plan is offered and valid only in Malaysia. Persons who have not reached the age of majority may not purchase this Plan. This Plan may not be available in all provinces and is not available where prohibited by law.

(n) The laws of Malaysia govern this Plan.

(o) The Insurer shall not be deemed to provide cover and shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose the Insurer, its parent company or its ultimate controlling entity to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

Telephone Numbers

See support.apple.com/HT201232 for local telephone numbers.

* Telephone numbers and hours of operation may vary and are subject to change. Toll-free numbers are not available in all countries.