



Service Contract Guide Book

Camera, Mobile Phone, Smart Phone and Tablet PC.



Contents

Introduction	1
---------------------	----------

Membership Number

Coverage & Exclusions

- Coverage under Service Contract
 - Exclusions
-

Activation Procedure	2
-----------------------------	----------

Online Activation

Claim Procedure

Terms & Conditions	3-9
-------------------------------	------------

- Definitions
 - General Terms and Conditions Applied to 1Care Service Contract
 - Other Terms and Conditions Applied to 1Care Service Contract
-

Frequently Asked Questions (FAQ)	10-13
---	--------------

Our Service Center	14
---------------------------	-----------

Summary of Our Plan Coverage	15
-------------------------------------	-----------

Introduction

Thank you for subscribing 1Care Membership.

1Care is an integrated service and support plan that provides All Risk and Theft Protection in addition to Service Contract coverage for your newly purchased Camera, Mobile Phone, Smart Phone or Tablet PC.

1Care Service Contract will automatically extend the original manufacturer's warranty up to the 2nd and/or 3rd year from the purchase date of the new IT Product.

IT Products eligible for 1Care are branded Camera, Mobile Phone, Smart Phone or Tablet PC that is:

- purchased new from authorized dealer,
- manufactured for domestic use in Malaysia only, and
- included at the time of purchase, the manufacturer's complete and original warranty valid in Malaysia.

Membership Number

Your 1Care Membership Number can be found on your 1Care Membership Card that comes together with the 1Care Kit that you purchased.

Coverage & Exclusions

Coverage under Service Contract*

- Covers the 2nd and/or 3rd year of purchase of the insured Product
- Repair works and replacement of part(s) and component(s) that fails to operate as a result of Mechanical or Electrical breakdown
- Available for any computer products supplied with a 1 or 2 years standard warranty by the manufacturer
- Covers repair fees, logistics fees (between 1Care Service/Collection Centre to/from 1Care repair centre)
- Maximum up to 3 years warranty including standard Manufacturer warranty

Exclusions*

- Software failures & backing up of file and data
- Riot, strike, war, terrorism or malicious damage
- Fraud, dishonesty or willful acts or any intentional acts
- Claims under manufacturer's warranty
- Transportation Damage
- Aesthetic defects or wear and tear

* Terms and conditions apply. Kindly refer to insert card of your warranty pack to determine your warranty plan purchased.

Activation Procedure

To activate your 1Care Coverage for your new IT Product, you are required to register your membership within 30 days from the purchase date of your new IT Product.

For activation, you may do one of the following:

Activation via Online

Step 1 : Visit www.1care-online.com

Step 2 : Click at Registration, enter your Membership Number and Activation code.

Step 3 : Fill in your Personal or Company details.

Step 4 : Fill in your hardware details, upload scanned Invoice/Receipt and click "Submit".

Step 5 : You shall receive a confirmation E-mail from 1Care Customer Service with Activation URL link.

Step 6 : Click on the URL Link to activate your 1Care Membership and to view the details of your 1Care Membership. You are advised to save or print a copy of your warranty status for your own record.

****** For existing member, kindly login with your User ID and Password to activation your additional newly purchased equipment. In the event that you do not receive the confirmation e-mail or registration fail, kindly contact our customer service immediately via Toll-Free or e-mail.



Claim Procedure

Step 1 : Call Toll- Free number to talk to our Customer Service Officer (CSO).

Step 2 : Obtain Case ID from CSO or email notification.

Step 3 : Bring faulty equipment to 1Care Service/Collection Centre (24 ports nationwide).

Step 4 : Submit the completed claim form along with the following documents:

Perfis	Membership Card	Copy of Member's IC/Passport	Original Claim Form	Original Hardware Receipt/Proof of Purchase	Original Police Report	Damaged Item	Photos of the Affected Scene
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For Service Contract Claim

Mechanical or Electrical Breakdown	✓	✓	✓	✓		✓	
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Notes:

- (i) Kindly refer to 1Care website for the list of your nearest 1Care Collection Centre.
- (ii) Claim form will be provided by 1Care Service/Collection Centre.
- (iii) For repair works required during 1st year of purchase, kindly contact the Hardware/ Product's manufacturer directly.



1 Care Customer Service:

Toll-Free Line: **1-300-80-1CARE (12273)**

Fax No: **03-78041892**

Email: **customerservice@1care-online.com**

Website: **www.1care-online.com**

Terms & Conditions

Definitions:

For the purpose of this Policy and the Schedule and any endorsement, the following definitions apply:-

1. **"Part(s) & Component(s)"** means the part(s) and component(s) which are incorporated in the IT Hardware/Product by Product manufacturer.
2. **"Purchaser/Owner of Product"** means the purchaser/owner of the IT hardware/products.
3. **"Mechanical or Electrical Breakdown"** means the unserviceability of a component for a reason other than wear and tear, normal deterioration or negligence causing a sudden stoppage of its function and those specifically excluded under the Exclusions section.
6. **"Manufacturer's Warranty"** means the warranty provided by the IT hardware product manufacturer in respect of the complete product.
7. **"Period of Coverage"** means the period which commence on the same date as date of purchase of the new IT product or on the next day after the expiry of the manufacturer's Warranty and ending exactly 12th or 24th months after the commencement date of coverage.
8. **"Limits of Liability"** means the maximum amount the Company will pay in total of all claims in aggregate which may arise during the Service Contract Period up to and not exceeding the prevailing retail price of the Product.
9. **"Authorized Repairer"** means any repairer appointed by the 1Care Marketing and notified to the Insured of the product in writing from time to time.
10. **"Tablet Products"** means a tablet personal computer or tablet PC is tablet-sized computer that also has the key features of a full-size personal computer.

(I) General Terms and Conditions Applied to 1Care Service Contract

A) 1Care Service Contract

1. The 1Care Service Contract (hereinafter referred as "1Care") is endorsed by 1Care Marketing (Malaysia) Sdn. Bhd. underwritten by Multi-Purpose Insurans Bhd.
2. Upon purchase of the 1Care, you shall receive the 1Care Kit which consists of the following:
 - i) 1Care Membership Number
 - ii) 1Care membership Activation Code
 - iii) 1Care Guide Book (with 1Care information and 1Care terms and conditions)
 - iv) 1Care Insert Card of respective plan and description

3. The 1Care Retail Price for each plan includes administrative fee covering membership and claim processing.

B) Product

1. The 1Care only applies to camera, mobile phone, smart phone or tablet PC and more: (hereinafter referred as "Product") that are:
 - i) branded and purchased new from authorized dealer,
 - ii) manufactured for domestic use in Malaysia only, and
 - iii) included at the time of purchase, the manufacturer's complete and original warranty valid in Malaysia
2. You may contact 1Care Customer Service to ascertain the Products brands that are covered by 1Care.

C) Period of Coverage

1. 1Care is non-renewable and is only valid as per the period mentioned below for the respective plan:
 - 1Care Service Contract: on the 2nd and/or 3rd year from the date of purchase of the Product/Hardware.
2. During the period of coverage of 1Care Service Contract/Extended warranty, 1Care Marketing (Malaysia) Sdn. Bhd. shall:
 - i) in the case of damage that can be repaired: repair or replace the damage part(s) or component(s) or
 - ii) in the case of loss or damage beyond economic repair: issue a replacement with the same brand and model type , or at 1Care Marketing (Malaysia) Sdn. Bhd.'s absolute discretion, replace with an alternative model type of equivalent specifications if the model type is obsolete or no longer available in Malaysia.
 - iii) provide coverage solely based on the respective plan purchased (refer to plan sticker/insert card on the warranty kit for coverage identification).

D) Activation and Membership Validity

1. Please note that you **MUST** successfully complete the Registration Process for your 1Care Membership **within 30 days** of the purchase of the insured Product. Your plan will be effective immediately after submission.
2. Your 1Care Membership Number and Activation code is a unique number assigned to your 1Care Membership and it must be stated during your membership Registration. Your 1Care Membership Number can be found on your 1Care Membership Card and Activation Code in the warranty kit.
3. It is important to keep the Membership Card and it **MUST** be presented to 1Care Service Centre for the purpose of making any claims.
4. We do recommend that you keep your sales receipt as proof of purchase for your hardware equipment alongside your 1Care Membership Card.

5. The 1Care is valid ONLY in relation to the Product for which your Membership has been registered. It is the Product that is warranted rather than the owner (hereinafter referred as "Member")
6. The 1Care Membership had no refundable value and cannot be transferred to another product or user during the coverage period.
7. 1Care is also available for non-Malaysians working or studying in Malaysia. However, all claims can only be made at 1Care Service Centre or 1Care Collection Centre in Malaysia.
8. This 1Care shall be rendered null and void if:
 - i) The Product is damaged as a result of connection to irregular voltage sources.
 - ii) The Product is installed, maintained, operated or use other than in accordance with the instructions provided by the manufacturer in relation to the Product.
 - iii) The Product is altered, modified, serviced and repaired by any party other than 1Care Service Centre, except by the original manufacturer during the first year from date of purchase of the Product.
 - iv) The Product or component serial numbers have been obliterated, altered, obscured or tempered with.
 - v) The Product is not purchased from authorized sales channel in Malaysia.
 - vi) Member cannot present the 1Care Membership Card or sales receipt or purchase invoice when requested.
 - vii) Warranty period has expired.

E) Limit of Liability

1. Upon approval of claim by the insurer company, 1Care Marketing (Malaysia) Sdn. Bhd. shall undertake to repair or replace the loss/damage item similar to the original purchase item, or at 1Care Marketing (Malaysia) Sdn. Bhd.'s absolute discretion, replace with an alternative model type of equivalent specifications if the model type is obsolete or no longer available in Malaysia not exceeding the original purchased price of the Product.
2. All claims on repair and/or replacement of part(s), component(s) or product, including labour charges, or in total for all claims in the aggregate should not exceed and it limited up to the purchase price of the Product as stated in the Application Form.
3. If any cost of repair or aggregate of repairs is likely to exceed the prevailing retail price of the Product, then a replacement item of the same product or a product of like functionality will be offered in settlement and Coverage under that 1Care will prematurely terminate on the date that the product was replaced.
4. 1Care Marketing (Malaysia) Sdn. Bhd. reserves the absolute right to determine whether the damage is within or beyond economic repair. Any decision made by 1Care Marketing (Malaysia) Sdn. Bhd. is final and the Member shall have no further rights to contest the decision or make claims against 1Care Marketing (Malaysia) Sdn. Bhd.

5. 1Care Service Centre, its Authorized Service Centre and Authorized Dealers reserve the right to request proof of purchase (e.g. a paid and dated invoice from your Authorized Dealer) showing model and serial number before accepting liability for any warranty claim.
6. All products and components replaced under 1Care shall become 1Care Marketing (Malaysia) Sdn. Bhd.'s property.
7. If a claim made is false or fraudulent or intentionally exaggerated or if any false declarations or statements be made in support thereof no claim shall be recoverable hereunder.
8. 1Care Marketing (Malaysia) Sdn. Bhd. or its 1Care Service Centre will not be liable for any loss, claim, death or injury to persons or damage to property of incidental consequently, indirect, special or punitive damages of any nature, including, without limitation lost business profits howsoever arising out of this coverage of the Member's possession indemnity shall survive the termination of the coverage.
9. If not covered or exceeded the value of the insured Product, the costs of repair or replacement will be borne by the member. However, 1Care will seek member's approval before commencing the repair or replacement.

F) Claims for Service, Repair or Replacement.

1. 1Care Service Centre, its Authorized Service Centre and Authorized Dealers reserve the right to request proof of purchase (e.g. a paid and dated invoice from your Authorized Dealer) showing model and serial number before accepting liability for any warranty claim.
2. All products and components replaced under 1Care shall become 1Care Marketing (Malaysia) Sdn. Bhd.'s property.
3. The member is also responsible to back up all essential programs and data contained in the Product before allowing or sending to 1Care Service Centre for service, repair, replacement, etc. Member is responsible for saving (backing up) any programs, data or removable storage media, and is advised to backup essential programs and data before allowing or sending it to 1Care Service Centre for service, repair , replacement, etc.
4. The Product is handed over to 1Care Service Centre at the Member's own risk.
5. Excess fee for making claims is not required when claim is approved.
6. 1Care Membership will be void and invalid of members attempt to repair or replace any parts of the Product.
7. 1Care Marketing (Malaysia) Sdn. Bhd. does NOT provide cash settlement.
8. All claims must be supported with the relevant documentations.
9. The costs of dismantling of the Product will be paid in the event of a valid claim. However, if upon dismantling it should be found that the damage is not within the scope of 1Care, then the cost of dismantling must be borne by the Member.

G) Exclusions

1Care does not cover:

- i) Problems or defects, caused by unauthorized modifications or failure to follow the manufacturer's installation, operation or maintenance instructions.
- ii) Damage caused by unauthorized repair personnel. Unauthorized repair or replacement of the Product shall result in the cancellation of this plan.
- iii) Loss or damage as result of negligence, carelessness or intentional.
- iv) Any software preloaded on or otherwise sold with the Product.
- v) Recovery of corrupted hard disk drive.
- vi) Damage to or loss of any programs, data or removable storage media.
- vii) Parts requiring replacement due to normal wear and tear, corrosion, rust or stain.
- viii) Defects or damage arising from:
 - computer virus attacks,
 - the use of third party optional products or consumables in conjunction with the product,
 - usage of unauthorized or poor quality CD ROMs or
 - usage unauthorized or poor quality floppy disks.

I) Others

1. 1Care Marketing (Malaysia) Sdn. Bhd. reserves the right to reject any application if applicant supplies misleading, incomplete information or makes any misrepresentation.
2. If any of the term(s) under the 1Care is held by any competent authority to be invalid, such term(s) shall be severed whilst all remaining terms shall remain valid.
3. 1Care Marketing (Malaysia) Sdn. Bhd. reserves the final decision in the event of a dispute.
4. 1Care Marketing (Malaysia) Sdn. Bhd. reserves the right to change the terms and conditions without prior notice.

(II) Other Terms and Conditions Applied to 1Care Service Contract

A) Coverage

1. The 1Care Service Contract covers the repair and replacement of part(s) and component(s) in the event the Product stated in the 1Care Application Form fails to operate as a result of Mechanical or Electrical breakdown only and only to the extent provided by the manufacturer or the Product under the manufacturer's warranty.
2. The Mechanical or Electrical breakdown or damage must not be the result of negligence, carelessness or intentional.

B) Period of Coverage

1. The 1Care Service Contract is only valid during second and/or third year from the date of purchase of the Product, or maximum cover up to 3 year warranty including standard manufacturer warranty.
2. The coverage will expire on the end of maximum 36 months after the date of purchase of the Product.

C) Limit of Liability

1. 1Care's sole obligation under this warranty shall be, at its option, to repair or replace the product or any components free of charge, in the event of any failure or defect covered by the Service Contract arising during the Service Contract period.
2. The cost of repairs of the Product including parts, replacement costs, labour and transport costs will be borne by 1Care Marketing (Malaysia) Sdn. Bhd. under the of the Policy.
3. 1Care Marketing (Malaysia) Sdn. Bhd. liability shall be limited to the amount paid for the price of each single item and/or shall not exceed the total purchase price of the insured Product as per Sales Receipt/ Purchase invoice.
4. This warranty shall be rendered null and void if:
 - i) The Product is damaged due to transportation, fall, weather, extreme temperatures, shock, improper use, mishandling or negligence after the purchase of the Product;
 - ii) The Product is damaged as a result of natural disaster or acts of God, e.g. fire, flood, lightning.

D) Claims

1. In no case shall 1Care Marketing (Malaysia) Sdn. Bhd. be liable for any loss or damage not notified to the 1Care Service Centre within thirty days after the event.
2. When making claims under the 1Care Service Contract/Extended Warranty, the following documents must be provided to the 1Care Service Centre:

Perlis	Membership Card	Copy of Member's IC / Passport	Original Claim Form	Original Hardware Receipt / Proof of Purchase	Damaged Item
For Thief Protection Claim					
Mechanical or Electrical Breakdown	✓	✓	✓	✓	✓

E) Exclusions

1. This Policy does not provide Coverage for:
 - i) Appearance or structural items, such as housing, case or frame, decorative parts or parts designated to be replaced periodically during the life of the Insured Product, add-on items, accessories or attachments, external wiring and cabling, battery chargers, racks, bins, knobs, handles, antennas, remote control.

- ii) Normal routine maintenance, cleaning, lubrication, adjustments or alignment.
- iii) Problems or defects due to lack of maintenance as required by the manufacturer.
- vi) Reception and/or transmission problems resulting from external causes, modem or data transfer devices.
- v) Any problems or defects NOT covered by manufacturer's warranty.
- vi) Damage by fire, theft, burglary, accident, neglect, misuse, or abuse. Acts of god including but not limited to earthquake, volcanic eruption, storm or tempest (wind), sand, water, flood, rising water, lightning, malicious damage, aircraft, vehicle impact, corrosion, battery leakage, power outages or surges, inadequate or improper voltage, or current, animal or insect infestation.
- vii) Normal wear and tear items not integral or necessary to the functioning of the Insured Product or routine service, or if the wear and tear on the part has exceeded the field tolerances allowed by the Manufacturer.
- viii) Any defects which are subject to a manufacturer's recall or which are covered under a manufacturer's program of reimbursement.
- ix) Breakdown caused by computer virus and realignment to products. Defects resulted directly and/or indirectly from software installation and removal are so excluded.
- x) Consequential losses of any kind and transportation damage are excluded.
- xi) Products with removed or altered serial numbers are not covered.
- xii) Any failure, malfunction, defect, inoperability, breakdown, disruption or stoppage of the product or any product functions or the function of any related components caused by, arising from or related to directly or indirectly any design, planning or engineering compatibility, omission or deficiency with the incidents of the year 2000.
- xiii) Expendable parts of the Product or to the parts of the Product that are exposed to wear and tear in the normal course of product usage. Example include but not limited, such as batteries, product casing/housing, carry case, external cables, external keyboards, external mouse, external speakers, external microphone, power adaptor and projector lamp.
- xiv) LCD panels physically damaged due to external pressure, accidental drops, spills and extreme temperature, and such damages are noticeably viewable. Examples include but are not limited, such as scratches, imprint/water marks, cracks and dents.
- xv) Any accessory or equipment such as software, peripherals and/or add-on options incorporated in a product not essential to the basic function of the product. Examples include but are not limited to consumables such as DVD discs, CD discs, tapes, diskettes or software and add-on options.

Frequently Asked Questions (FAQ)

Q. What is 1Care?

- A. 1Care is an integrated service and support plan endorsed by 1Care Marketing (Malaysia) Sdn. Bhd. underwritten by Multi-Purpose Insurans Berhad and extends the coverage to your new IT Product such as Camera, Mobile Phone, Smart Phone or Tablet PC.

1Care Service Contract automatically extends the original manufacturer's warranty to the 2nd and/or 3rd year from the date of purchase of your new IT Product.

Q. How do I activate my 1Care Membership?

- A. Online Activation:

Step 1 : Visit www.1care-online.com

Step 2 : Click at **"Registration"**, enter your Membership Number and Activation code.

Step 3 : Fill in your Personal or Company details.

Step 4 : Fill in your hardware details, upload scanned Invoice/Receipt and click **"Submit"**.

Step 5 : You shall receive a confirmation E-mail from 1Care Customer Service with Activation URL link.

Step 6 : Click on the URL Link to activate your 1Care Membership and to view the details of your 1Care Membership. You are advised to save or print a copy of your warranty status for your own record.

**** For existing member, kindly login with your User ID and Password to activate your additional newly purchased IT equipment. In the event that you do not receive the confirmation e-mail or registration fail, kindly contact our customer service immediately via Toll-Free or e-mail.**

Q. Can I purchase 1Care after purchasing my product?

- A. Yes, you can purchase 1Care at any time within 30 days from your new IT Product purchase date.

Q. What products are eligible for the 1Care Service Contract?

- A. Any new branded Camera, Mobile Phone, Smart Phone or Tablet PC that is purchased from authorized sales channels.

Q. Can I purchase 1Care if I am a foreigner?

- A. Yes, you can purchase 1Care coverage and enjoy the same protection benefits but claims must be made in Malaysia only.

Q. Is 1Care transferable?

- A. No, the 1Care Membership cannot be transferred to another product or user during the coverage period.

Q. What does 1Care Service Contract cover?

- A. 1Care Service Contract covers the repair and replacement of original parts and components in the event your insured Products fails to operate as a result of Mechanical or Electrical breakdown and to the extent provided by the original manufacturer's warranty. The Product breakdown or damage must not be the result of negligence, carelessness or intentional. For more details, kindly refer to 1Care Terms and Conditions.

Q. When does my coverage begin and expire?

- A. 1Care Service Contract begins on the 2nd or 3rd year and expired at the end of the 2nd or 3rd year from the date of purchase of your insured Product.

Q. Can I extend my 1Care coverage period?

- A. No, 1Care membership is not extendable or renewable.

Q. Do I need to activate my 1Care Membership?

- A. Yes, you MUST register your 1Care membership within 30 days from the purchase date of your new IT Product to activate the 1Care coverage.

Q. What are my 1Care Membership Number and Activation Code?

- A. Your 1Care Membership Number and Activation Code is a unique number assigned to your 1Care Membership. It will help us to identify your membership details and information of your insured Product. It is also important that you state your Membership Number on the 1Care Application Form during the Registration process.

Q. Where can I find my 1Care Membership Number?

- A. Your 1Care Membership Number can be found in your 1Care Membership Card that comes along with your 1Care Kit, which you will receive from your dealer upon purchase of 1Care.

Q. Where can I find my 1Care membership Activation Code?

- A. You 1Care membership Activation Code (10 alphanumeric code) can be found in the warranty kit.

Q. I tried to activate my membership via online, but it didn't work. What happened?

- A. This shouldn't happen, but if it does, please contact our customer service via Toll-Free or e-mail your registration details to customerservice@1care-online.com.

Q. Is my 1Care coverage in effect if I didn't or forgot to activate my membership?

- A. No, your 1Care membership and coverage will not be valid without a successful Activation. Therefore, it is very important that you activate your membership within 30 days of the purchase of your Product.

Q. How do I know whether my membership activation is successful?

- A. You will receive a confirmation e-mail immediately after submitted your registration via online or toll free. You must click at the URL link in your email to confirm your email address. You may then login with your User ID and Password to view your warranty status and profile. You are advised to save or print a copy of your warranty status for your own record. In the event that you do not receive the confirmation e-mail, kindly contact our customer service via Toll-Free or e-mail.

Q. What happens if my 1Care Membership Card is lost?

- A. You must replace your 1Care Membership Card by presenting your activation confirmation e-mail and an administration fee of RM10.00.

Q. Should I inform 1Care if I change my contact information?

- A. Yes, kindly inform our customer service via Toll-Free or e-mail if you have changed your mobile phone no. and/or e-mail. This is useful for information update between Members & 1Care.

Q. How and where do I file a claim?

- A. You will need to contact the 1Care Service Centre or visit your nearest 1Care Collection Centre. We have a total of 24 point of service located nationwide. For more information, kindly refer to the "Claim Procedure" section in this booklet

Q. What are the documents that I need to provide to 1Care when filing a claim?

- A. Kindly refer to the table below:

Perlis	Membership Card	Copy of Member's IC/Passport	Original Claim Form	Original Hardware Receipt/Proof of Purchase	Original Police Report	Damaged Item	Photos of the Affected Scene
For Service Contract Claim							
Mechanical or Electrical Breakdown	✓	✓	✓	✓		✓	

Q. Do I need to present the hardware receipt/proof of purchase when I make my claim?

- A. Yes, in fact we do recommend that you keep your hardware receipt/proof of purchase/alongside with your 1Care Membership Card as it is required when making your claim at our service contract.

Q. Are there any excess fees or additional charges when I do my claim?

- A. No, there is no additional charge or fee required when you make any claims under 1Care at 1Care Service Centre or 1Care Collection Centre. However, if your claim is not covered by 1Care or has exceeded the total value of your insured Product, you will be notified of the costs incurred for the repair and /or replacement and we will seek your approval before commencing the repair or replacement.

Q. Can I send the damaged Product to my own repair centre to have the repair done and claim the fees from 1Care?

- A. No, please do not make your own repair or replacement and we do not provide cash settlement. You must pass your insured Product to 1Care for repair or replacement.

Q. What kinds of parts or components does 1Care use for repair?

- A. 1Care uses original manufacturer's parts for repair service. The original manufacturer's parts may include new, used or refurbished parts. All repairs are performed by 1Care-Authorized technicians.

Q. How can I track my claim?

- A. You may contact our customer service via Toll-Free, e-mail or login to your 1Care account to check on your claim status.

Q. How long does the claim process take?

- A. 1Care is committed to process all claims within 30 days once the adjuster's report (for All Risks Protection) and all other relevant documents are submitted to the 1Care Service Centre. It is therefore important for you to ensure that all your documents are furnished to us without any delay in order for us to expedite your claim.

Q. Do I need to surrender my standard accessories that come together with the initial purchase of my insured Product?

- A. Under claims for repair, you do not need to bring your battery, power supply adapter and cables. However, for replacement claims, you will need to surrender all the standard accessories including battery, power supply adapter and cables that come with your initial Product purchase.

Q. Am I allowed to make more than one claim?

- A. Yes, you can make more than one claim throughout the coverage period as long as the total repair or replacement costs incurred at 1Care is within the total value of your insured Product.

Q. Can I upgrade my insured Product during the period of coverage and still be covered under 1Care?

- A. Yes, but 1Care will only cover the original manufacturer's specifications at the time of purchase. Any upgraded components will not be covered.

Q. Does 1Care provide coverage to the software and data installed in my insured Product?

- A. No.

Q. How can I contact 1Care Service Centre?

- A. You may contact us via Toll-Free at 1-300-80-1CARE (12273) or e-mail us at customerservice@1care-online.com.

Our Service Center (24 Ports Nationwide):

STATE & TOWN		ADDRESS
Centre Region		
Selangor	Petaling Jaya (HeadOffice)	C309, Block C, Kelana Square, No. 17, Jalan SS7/26, Kelana Jaya, 47301 Petaling Jaya, Selangor. Helpdesk hotline : 1-300-80-CARE (2273)
Wilayah	Kuala Lumpur	Lot 3IT-08B, Level 3, Plaza Low Yat, Off Jalan Bukit Bintang, 55100 Kuala Lumpur.
Northern Region		
Perlis/Kedah	Kangar / Alor Setar	17, Jalan Zamrud 3, Taman Pelangi (Mergong), 05150 Alor Setar, Kedah.
Penang	S. Perai Georgetown	49, Jalan Perai Jaya 3, Bandar Perai Jaya, 13700 Seberang Perai, Penang. 86-1, Bayan Bay, Persiaran Bayan Indah, 11900 Bayan Lepas, Pulau Pinang.
Perak	Ipoh	No 101A, Hala Sepakat 15A, Taman Pinggir Rapat Perdana, 31350 Ipoh, Perak.
Southern Region		
N.Sembilan	Seremban	199-G, Jalan Haruan 5/6, Pusat Komersial Oakland 2, 70300 Seremban, N. Sembilan.
Melaka	Melaka	No 49H, Jalan Ong Kim Wee, 75300 Melaka.
Johor	Johor Baru Muar Batu Pahat Johor Baru	2A, Jalan Giam, Taman Majidee, 81100 Johor Baru, Johor. 48-28, Jalan Sakeh Baru, Taman Sakeh Baru, 84000 Muar, Johor. 12, Jalan Kundang 2, Taman Bukit Pasir, 83000 Batu Pahat, Johor. 20 & 48, Jalan Kebudayaan 6, Taman Universiti, 81300 Skudai, Johor.
Eastern Region		
Pahang	Kuantan	B340, Jalan Berserah, 25300 Kuantan, Pahang.
Terengganu	Kuala Terengganu	1102, Jln. Sultan Sulaiman, 20000 Kuala Terengganu, Terengganu.
Kelantan	Kota Bharu	6006, 1st Floor, Jalan Hamzan, 15050 Kota Bharu, Kelantan.
East Malaysia		
Sarawak	Kuching Sibu Bintulu Miri Limbang Sri Aman Sarikei	1st Floor, Lot 207, Section 51, Ban Hock Road, 93100 Kuching, Sarawak. 27, 2nd Floor, Pusat Pedada, Jalan Pedada, 96000 Sibu, Sarawak. No.29-30, 1st Floor, BDA-Shahida Commercial Centre, P.O.Box 774, 97008 Bintulu, Sarawak. Lot 2246, 2nd Floor, Saberkas Comm Centre, 98000 Miri, Sarawak. No 42, 1st Floor, Main Bazaar, 98708 Limbang, Sarawak. Lot 864, 1st Floor, Block 2 STD, No 101, Jalan Club, 95000 Sri Aman, Sarawak. 3, Jalan Tok Tok, 96100, Sarikei, Sarawak.
Sabah	Kota Kinabalu Sandakan Lahad Datu Tawau	Lot 32-2, 2nd Floor, Lorong Lintas Plaza 3, Lintas Plaza, Jalan Lintas, 88300 Kota Kinabalu, Sabah. Lot 6, Block 29, Ground floor, Bandar Indah, Mile 4, North Road, 90000 Sandakan, Sabah. MDLD 3278, Lot 13, Block 2, Grd Floor, Fajar Centre, Jln Segama, 91125 Lahad Datu, Sabah. TB4404, Lot 5, Block A, 1st Floor, Bandaran Baru, Jalan Baru, 91015 Tawau, Sabah.
Wilayah	Labuan	U0441, Jln Bunga Seroja, Tang Kah Wah Shophouse, P.O Box 81471, 87024 F.T, Labuan.

Our Full Coverage Plans:

Program Coverage*	Description*
<p>+1 Year Service Contract</p>	<p>This Service Contract shall commence from the first day on the expiry of the manufacturer warranty (may it be 12 or 24 months), up to an additional period of 12 or 24 months, whichever the manufacturer period is confirmed at.</p>
<p>+2 Years Service Contract</p>	<p>This Service Contract shall commence from the first day on the expiry of the manufacturer warranty (may it be 12 months), up to an additional period of 24 months, whichever the manufacturer period is confirmed at.</p>

*Terms and Conditions Apply

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