

Terms & Conditions for unifi eCommerce Hub 30 Days Free Trial Campaign

These Terms and Conditions for unifi eCommerce Hub 30 Days Free Trial Campaign ("Campaign's T&C") must be read together with General "unifi eCommerce Hub T&C", "SME Digitalisation Grant T&C", "SME Value Biz T&C" and "FAQ unifi eCommerce Hub 30 Days Free Trial Campaign" as available in www.unifi.com.my (subject to further changes, at TM's absolute discretion, without prior notice to Customer). In the event of any discrepancies, this Campaign T&C shall prevail over the abovementioned T&C but only to the extent of such discrepancies only. Other terms that are not affected shall remain as is. TM reserves the right to vary, supplement, delete, amend or modify this Campaign T&C, from time to time without prior notice to the customer. By participating in the Campaign, Customers are deemed to have read, understood and agree to be bound by the terms and conditions herein and further agree that any decision by TM in relation to every aspect of the Campaign, shall be final, binding and conclusive.

1.0 THE CAMPAIGN

- a) The unifi eCommerce Hub 30 Days Free Trial ("Campaign") organized by Telekom Malaysia Berhad ("TM") is targeted to new and existing TM and non-TM business customers who wish to try unifi eCommerce Hub for the first time.
- b) This Campaign shall commence from 16 August 2022 until 16 November 2022 ("Campaign Period"). However, TM may, at its sole and absolute discretion ends or extends the Campaign Period without prior notice to Customer.
- c) Customer can subscribe to the Campaign Offering from the following touchpoints:
 - TMpoint outlet/TM Authorised Dealer
 - TM Authorised Resellers
 - TM Biz Rovers sales representative
 - Account Executives (Sales representative)
 - TM Direct Sales (District level sales representative)
 - TM Sales Retention Centre (TMSRC)
 - TM unifi Centre (TMUC)
 - Call TM 100
 - Live chat in myunifi app (digital channel)
 - unifi portal at <https://www.unifi.com.my/business> (digital channel)
- d) Customer is required to register unifi eCommerce Hub ("Service") through online via <https://biz.unifi.com.my/business/eCommerceHub>.
- e) Upon registration, a temporary first-time password and username will be generated via email via no-reply@ecommercehub.unifi.com.my and Customer able to change the password and at any time. Customer is responsible to assign a safe and secure password associated to the Service.
- f) Should there be any inquiries, customer can reach out to TM via the medium below:
 - a) TM digital channels:
 - i. myunifi app (available for Android and iOS)

- ii. unifi portal at <https://www.unifi.com.my/business>
- iii. unifi online community forum at community.unifi.com.my
- iv. Email - help@tm.com.my
- v. Facebook - <https://www.facebook.com/weareunifi/>
- vi. Twitter - <https://twitter.com/helpmeunifi>

b) TM touchpoints:

- i. Any TMpoint outlet/TM Authorised Dealer
- ii. TM Authorised Resellers
- iii. TM Biz Rovers sales representative
- iv. Account Executives (Sales representative)
- v. TM Direct Sales (District level sales representative)
- vi. TM Sales Retention Centre (TMSRC)
- vii. TM unifi Centre (TMUC)
- viii. Call TM 100

g) The Customer hereby acknowledges that TM shall have the right to share and use the Customer's data and personal information (including picture) within TM and/or its related companies for the purpose of marketing activities in respect of products and services of TM and/or its related companies from time to time as TM deems fit. The Privacy Notice TM applies, for further information on the Privacy Notice of TM's group of companies, please visit <https://unifi.com.my/llds/assets/documents/privacynotice.pdf> for details.

2.0 CAMPAIGN OFFERING: UNIFI ECOMMERCE HUB 30 DAYS FREE TRIAL

- a) Customers who subscribe to the Campaign will be entitled for thirty (30) days free trial to the Service features for successful application made within the Campaign Period.
- b) The summary of the Campaign is as per the following table:

Category	Campaign Offering: unifi eCommerce Hub 30 Days Free Trial Campaign
Type of customers	New to unifi eCommerce Hub: <ol style="list-style-type: none"> 1. New TM customers without this solution 2. Existing TM customers without this solution 3. Non-TM customers
Subscription rules	30 days free access to all unifi eCommerce Hub features without any contract
Category: Solution	unifi eCommerce Hub 30 Days Free Trial

c) During the thirty (30) days free trial period, Customer will be able to utilize the Service and enjoy the following features:

	30 Days Free Trial
Price TM broadband customers (RM)	FREE
Price non-TM broadband customers (RM)	FREE

	Contract	30 days free trial with no contract
CENTRALISED DISTRIBUTION	Synchronize store and inventory	10 stores Shopee & Lazada
	Data storage	1 month
	Product management: - Sync products data from Lazada and Shopee to Distribution for centralized management - Edit/update product information include pricing (with discount), stock, quantity, image, attribute details, description) - Create unlimited SKU group for centralized management	All features offered + - Upload products from Distribution to all stores - Sync product data among sales channels
	Dashboard Analytics: - Daily to-do checklist - Overview and details metrics of sales and revenues, orders and delivery, products and SKU, customer data	All features offered + - Overview and detail metrics of web store
	Order management: - Order processing from Shopee and Lazada - Limited orders processing capacity - Track order status at real time	All features offered + - Unlimited order processing - Self-delivery setup - Delivery services by logistic partners - Shipping fee condition setup
	Customer management: - Loyalty ranking (by expenditure/order/cross channel) - View customer details (purchase history, most purchased channels) - Customer segment grouping	All features offered
WEB STORE	non-tech savvy friendly website builder, which helps you to build up a rich informative website with just a few steps with livechat, online payment and shipping integration	All features offered
SOCIAL CRM	Centralize CRM helps you to manage and centralize all inquiries from social media channel into one single platform - Facebook and Instagram	All features offered
CENTRALISED POS	POS helps to sync sales, revenue, product and inventory data between offline and online stores - Optional business type: (selectable between Retail or F&B) - Dashboard with product, inventory, invoice and financial management features	All features offered

d) Towards the trial ending period, Customer have options to proceed with paid plan listed as below:

Post-trial plan options for free trial subscribers:	<ul style="list-style-type: none"> Standalone solution [unifi eCommerce Hub (Starter Standard Pro)] 	<ul style="list-style-type: none"> Customers to self-upgrade in customer dashboard
	<ul style="list-style-type: none"> SME Digitalisation Grant [unifi Biz + unifi eCommerce Hub (Starter Standard)]: enjoy grant rebate 	<ul style="list-style-type: none"> Customers to register their interest in unifi SLOF and frontliners

	<ul style="list-style-type: none"> SME Value Biz [unifi Biz + unifi eCommerce Hub (Starter)]: enjoy discount rebate 	will assist to process the application
Post-trial plan activation:	The new bundle offering of SME Digitalisation Grant and SME Value Biz will only be activated after completion of 30 days free trial	
Active account quota:	Subscribers are entitled for only one active account/package at a time	

- e) The free trial period will expire after thirty (30) days and upon the expiry Customer may still continue enjoying the Service via paid Service plan with TM. To gain access to free trial account after expiry period, Customer needs to ensure to use same email, BRN & phone number during paid plan registration.
- f) Customer will receive the notification within one (1) week before expiry date of the free trial and the Customer may choose to opt for paid Service plan or end the usage of the Service. Customer can manage any paid plan license activation services such as modify solution subscription plan, reset password and termination via the Customer dashboard. For bundle offering of solution with unifi Biz, eligible Customer can get rebate for the subscription as per table in section 2 (d).
- g) To proceed with the paid plan related to bundle offering, Customer must provide consent and interest via TM SLOF Online Form. Customer will be contacted by TM Sales Centre (TMSC) or TMpoint, TM SME Consultants, TM Direct Sales, TM Resellers, TM Authorized Dealers (TAD). The new bundle offering of SME Digitalisation Grant and SME Value Biz will only be activated after completion of thirty (30) days free trial.
- h) Subscribers are entitled for only one active account/package at a time.
- i) No bill will be issued during thirty (30) days free trial plan.
- j) The terms and conditions for unifi eCommerce Hub is applicable. For further details on the unifi eCommerce Hub, please visit the terms and conditions for the Service and the FAQ unifi eCommerce Hub 30 Days Free Trial Campaign.

3.0 GENERAL T&C

a) **Other Campaign Privileges**

Customer is entitled to enjoy the following privileges for their package subscription i.e. Complete Business Solutions in order to meet Customer's business needs:

- i. Marketing and Omnichannel Solutions;
- ii. Financial Solutions;
- iii. Premium Support; and
- iv. Productivity Booster

For more info on the above campaign privileges, kindly visit [unifi Business Club \(uBC\) portal](#).

b) **Governing Law and Jurisdiction**

This terms and conditions are governed by the Malaysian law and the courts in Malaysia shall have exclusive jurisdiction over any issues arise pertaining to this Campaign.

c) **Confidentiality**

Any personal data provided by the Applicant to TM in connection with the Campaign shall be kept confidential and TM Privacy Notice shall apply. For more info, please visit [TM Privacy Notice](#).

d) **Variation**

TM reserves the right to withdraw, cancel, suspend, extend or terminate the offering earlier either in whole or in part and further reserves the right to vary, supplement, delete, amend or modify any of the terms and conditions from time to time without prior notice for the Campaign.

e) **Indemnity**

Notwithstanding anything to the contrary, Customer will defend, indemnify and hold TM save and harmless from any and all claims, suits, actions, demands, costs, settlements, losses, damages, expenses and all other liabilities including reasonable attorney's fees (collectively "the Claims"), arising out of or resulting from its breach of this Terms and Conditions or the intentionally wrongful or negligent acts or omissions on your part, in the performance of or failure to perform your obligations under this Terms and Conditions or in relation to your use of the Campaign Package during the subscription.

f) **Force Majeure**

TM shall not liable in any way for delay, failure in performance, loss or damage due to any of the following force majeure conditions: fire, strike, embargo, explosion, power blackout, earthquake, flood, war, labor disputes, civil or military authority, pandemic, epidemic, sabotages, acts of God or the public enemy, inability to secure raw materials, acts or omissions of other carriers or suppliers, or other causes beyond its reasonable control, whether or not similar to the foregoing.

g) **Severability**

If any provision herein contained should be found invalid, illegal or unenforceable under any applicable law, the legality and enforceability of the remaining provisions shall not be affected or impaired in any way and such invalid, illegal or unenforceable provision shall be deemed deleted.

h) **Prioritization of Documents**

In the event there is any inconsistency of the provisions under this terms and conditions, the Existing Package Terms and Conditions and Terms of Use, the following order of precedence shall apply:

- i. This Campaign Terms and Conditions;
- ii. Existing Package Terms and Conditions, namely:
 - unifi eCommerce Hub T&C
 - SME Digitalisation Grant T&C

- SME Value Biz T&C
- iii. Our [Terms of Use](#)
- iv. FAQ unifi eCommerce Hub 30 Days Free Trial Campaign

[End of Terms and Conditions]