

# CelcomDigi Device Trade-In Program

CelcomDigi Device Trade-In Program is a Device buy-back and trade-in program ("**Program**") supported by CompAsia, made available by CelcomDigi Mobile Sdn. Bhd. (formerly known as Celcom Mobile Sdn. Bhd.) [Company No. 197601002188 (27910-A)] ("**Celcom**") and CelcomDigi Telecommunications Sdn. Bhd. (formerly known as Digi Telecommunications Sdn. Bhd.) [Company No. 199001009711 (201283-M)] ("**Digi**") [Celcom and Digi are collectively known as "**CelcomDigi**" for the purpose of this Program] to CelcomDigi customers via the (i) CelcomDigi Trade-In app (powered by CompAsia app) or (ii) CelcomDigi Trade-In microsite

The Program is operated by CompAsia Sdn Bhd (Registration No. 202101022161 (1006653-T)) ("**CompAsia**") and will be governed by these terms and conditions and any subsequent accompanying program details (if any), as well as **CompAsia's Privacy Notice** (collectively referred to as the "Terms").

The Customer ("**Customer**") agrees that he/she has read and understood the Terms and by his or her participation in this Program, the Customer agrees to be bound by the Terms, which may be revised from time to time.

Customer who visits, register, use CompAsia's websites or CompAsia's app or CompAsia's services is subject to [CompAsia's Privacy Notice](#). If you have any questions or concerns about CompAsia's Privacy Notice or processing of personal data, please WhatsApp CompAsia Device Trade-in Program customer support at 012 941 7355 or email to [supportmy@compasia.com](mailto:supportmy@compasia.com).

CelcomDigi reserve the rights without liability, to revise this Terms. Where reasonably practicable, CelcomDigi will provide reasonable advance notice of such changes and all previous versions of user guides or leaflets will be superseded. Customer agrees to accept the responsibility for reviewing or regularly reviewing information on the Program available at <https://www.celcomdigi.com/devices/trade-in> including changes to the Terms.

**“Device”** means a mobile wireless device that (i) has a display screen; (ii) supports one or more wireless network connectivity options; and (iii) is operated using voice, touch or a miniature keyboard; such mobile wireless device including mobile phones.

### **Eligibility and Eligible Device for Trade-In**

The Program is open to all CelcomDigi Customers who are at least 18 years of age; and

1. Customer is not eligible to participate in the Program if the Customer:
  - (a) has any outstanding payments with CelcomDigi; and/or
  - (b) is currently within the relevant device contract commitment period with CelcomDigi. However, if the Customer insists to trade-in the Device which is within the commitment period under the relevant device contract, the Customer must pay the applicable early termination charges and fees in accordance with the relevant terms and conditions for the device contract before participation in this Program.
2. The list of the Device model eligibility and diagnostic checks for buy-back and trade-in under the Program can be found at <https://www.celcomdigi.com/devices/trade-in>, which may be updated by CelcomDigi from time to time.
3. A maximum of 2 trade-ins is allowed per mobile number per month, with a maximum of 10 trade-ins per mobile number per year.
4. This Program is strictly for access and transacted in Malaysia only.

### **Assessment of the Device**

1. The CelcomDigi Trade-In app is available to be downloaded from App Store, Google Play Store and Huawei App Gallery. The CelcomDigi Trade-In app is a web-based diagnostic tool using mobile phone application to access and check whether a Device is eligible for trade-in.
2. Customer shall access the CelcomDigi Trade-In app to get a quote of the Device trade-in value by following the steps as follows: -
  - a) **Download the CelcomDigi Trade-In app;**

**b) Getting the Quotation:**

After running the device diagnostic on the Device to be traded in, the Customer will obtain a conditional quotation from the Celcom Trade-In App. Following which, the Customer has two options for physical condition inspection and to obtain the final quotation: (i) walk into any CelcomDigi outlets nationwide (excluding airport outlets) (ii) request for a free CompAsia rider pick up service.

Once the Device has been inspected and a final quotation provided by the CelcomDigi frontliner or the CompAsia rider, should the Customer be agreeable with the final quotation and wish to sell/trade-in the Device, the Customer may proceed to fill-in his/her personal information and place an order. The Device will then be surrendered to the CelcomDigi frontliner or the CompAsia rider.

**c) Trade-In Value:**

- i) **Credit to Bill:** The final trade-in value of the Device will be credited to the customer's postpaid bill in a lump sum in the next billing cycle and can be used to offset any postpaid charges. Postpaid customers who choose credit to bill option and surrender the Device in store will get additional RM100 trade-in value
  - ii) **Bank Transfer:** The final trade-in value of the Device shall be transferred into Customer's Bank Account that was keyed in during the assessment process, within 14 working days of completing the Trade-In transaction.
3. Customer agrees that the final trade-in value of the Device shall be determined by CelcomDigi staff at the outlets or CompAsia riders to complete the trade in transaction. Customer shall inform CelcomDigi staff or CompAsia riders if he/she decide not to proceed with the trade-in of the Device.

**Terms and Conditions**

1. By participating in the Program, Customer represents and agrees that he/she is authorized to trade-in the Device to CompAsia. Customer has the ownership, title and interest in the Device submitted under the Program. Upon CompAsia accepting the Device, title of ownership in such Device transfer to CompAsia and Customer agrees to disclaim any further right, title or interest in and to the Device or any items contained therein.

2. Customer acknowledges and agrees that the trade-in quote and the final agreed trade-in value will vary depending on the type, the model and the working conditions of the Device and CompAsia's decision shall be final.
3. Customer shall accurately submit the information of the make, model and condition of the Device via the CelcomDigi Trade-In app. The quote shown on the CelcomDigi Trade-In app is not final and the final appraised value may be adjusted according to CelcomDigi staff or CompAsia riders.
4. Customer shall back-up the contacts, photos, messages, music and anything else that he/she wants to keep (collectively, "**Content**") and erase the Content, take out the Device's SIM card and reset the Device to factory settings.
5. Customer agrees that the Device submitted will not be returned and that any Content cannot be recovered.
6. Data recovery or data backup is not included under the Program. CelcomDigi accept no responsibility or liability for any loss of Content, files or data in the traded-in Device. Customer hereby expressly agree to indemnify CelcomDigi and CelcomDigi's directors, officers, employees, affiliates or agents from and against any claims, losses or damages brought against any of them in connection with the Program.
7. The Device may be returned to the Customer and not entitled for the trade-in value if (i) the condition of the Device does not match the application; (ii) the Content or data is not wiped; or (iii) the Device security locks or device tracking features are not disable.
8. Under no circumstances CelcomDigi shall be liable for any special, indirect, incidental or consequential damages resulting from the Program.

### **Disclaimer**

1. The information provided in the CelcomDigi Trade-In app is by CompAsia. CelcomDigi does not hold the responsibility to check any third-party contents provided by CompAsia. CelcomDigi makes no representation and warranty about the market value or price of the Device as listed on the website at <https://www.celcomdigi.com/devices/trade-in> that Customer might be able to obtain elsewhere.
2. Customer acknowledges and agrees that his/her participation in the Program and/or download, access or use of the CelcomDigi Trade-In app shall be subject to, and

Customer shall review, accept and comply with, such terms and conditions (including any end user license agreements) as may be applicable to such third party content (including contents from CompAsia) as contained in CelcomDigi Trade-In App ("**Third Party Content**"). Customer shall be solely responsible for any provision or submission of information by or on behalf of or through the CelcomDigi Trade-In app and Customer further acknowledges and agrees that CelcomDigi shall not be responsible for the Third-Party Content or functionality of the Third-Party Content as contained in the CelcomDigi Trade-In app.

3. This is a non-transferable Program, whether by operation of law or otherwise, either to any other person, entity or account.
4. CelcomDigi do not warrant the continuity, uninterruptible and/or error-free of the buy-back and trade-in service operated and managed by CompAsia under the Program and CelcomDigi expressly disclaim any representations or warranties of title, non-infringement, merchantability, usage, fitness or technical function in relation to the CelcomDigi Trade-In app.