

## **TERMS AND CONDITIONS OF THE USAGE OF PRINTCESS'S PROPERTY**

### **THE GUARANTEES**

- PRINTCESS does not warranty for the accuracy of the intensity and colour hue of the printed or reprinted product(s). The product(s) might show differences in colour hue and intensity as compare to the preview in the screen of desktop/laptop or other proof.
- Reprinting of desired file(s) and document(s) is provided by PRINTCESS if any defects on the printed product(s) were found and proven.
- All the defective printed products must be returned as to proceed with reprinting.
- Paper stiffness is not included in the concerning factor for reprinting.
- Reprinting of defected printed product(s) must be done within 24-hrs after the defected printed product is produced. Any claims applied beyond the deadline will not be entertained.
- Customer shall contact us immediately for the problem regarding paper jam and patiently wait for PRINTCESS technical team to solve the problem. Reasonable compensation will be provided to the customer whenever it is necessary. Customer shall respect the way of compensation made by PRINTCESS.

### **THE PENALTY OF DAMAGING PRINTCESS's PROPERTY:**

- Damaging of PRINTCESS property is an offence. Legal action will be taken to whoever did damage to PRINTCESS property including but not limited to the alteration of the initial conditions of PRINTCESS property which eventually lead to malfunction, operation failure, lowering the quality & grade of production and physical appearance devastation of PRINTCESS property.

### **THE UTILIZATION AND RESPONSIBILITY FOR THE DATA:**

- PRINTCESS commits not to use customer's information for any other purposes other than registration, legal purposes, tax purposes, and for the compliance of this Terms & Conditions. PRINTCESS does not disclose customer's information to general public or any third party, unless required by law.
- However, information provided by customer can be used for PRINTCESS's statistical purposes.
- Customer shall immediately update the data provided to PRINTCESS in case of any changes or the customer will be responsible for any damages which among other could result in incorrect delivery, or failure to delivery.

- Customer shall be held responsible for any damage that brought by customer to PRINTCESS due to failing in obeying this Term & Conditions.

## **THE GENERAL PROVISIONS:**

- Customer that upload their documents to PRINTCESS server must be the owner of the documents or having the legal rights to access that particular documents in order to prevent unauthorized usage of documents that will threaten the benefit of the author or the creator of the documents.
- PRINTCESS shall not be held liable for any violation of intellectual property or copyright law.
- Any changes in the services or terms & conditions of services will be notified by PRINTCESS to customer through the MOBILE APP, WEBSITE and E-MAIL.
- The MOBILE APP will show the services available and display printing price, while customer will choose the desired service.
- Customer shall be aware that PRINTCESS's services required smooth internet access to upload documents and files for printing. Customer must bear the risk where the uploading process of files and documents getting interrupted due to poor internet connection.
- PRINTCESS reserves the right to change any provisions stated here at any moment through MOBILE APP and WEBSITE.
- PRINTCESS declares to be the owner of the trademark and logo used in both MOBILE APP and WEBSITE.
- In addition, all information, images, documents and all materials contained in the WEBSITE and MOBILE APP are held by PRINTCESS. Thus, customer will subject to legal action for the reproduction or storage of these materials.
- Upon successful payment made by the customer through the MOBILE APP for the services, the customer indicates the acceptance to the Terms & Conditions stipulated herein.
- eMoney that stored in cash wallet of PRINTCESS MOBILE APP is only allowed to be used for purchasing or consuming the services provided by PRINTCESS and is non-refundable.
- Type of services provided by PRINTCESS and its respective prices are subject to changes due to the variation in business costs. In all cases, PRINTCESS will try the best to reduce the possibility of increasing the price for any type of services provided.
- The location of PRINTCESS's printers are subject to changes in order to provide better accessibility for all the customers in the future.

- All prices/details are correct at the time of printing and subject to change without prior notice.
- For the purpose of the service, English language will be used to regulate and interpret the terms of service and the relationship between the parties.