

**TERMS AND CONDITIONS :**

1. Kindly inspect your property including fixtures and lodge your complaints **on the same day of 1<sup>st</sup> inspection**, failing which, you shall be deemed to have checked and are satisfied with the property. The Developer will not be responsible for any losses or damages to Property Owner's item/property once the keys are collected. Any subsequent complaints with regards to missing/stolen/dented/scratched fixtures and removable items shall no longer be entertained thereafter.
2. Complaint must be lodged by the Property Owner. Please provide an Authorisation Letter if a representative is acting on behalf of the Owner.
3. The Developer shall not be held liable for any losses or damages to the property or any items in the property during rectification work. The purchaser shall be responsible and shall take necessary actions to ensure the safety of the property/items kept at the property.
4. The Developer shall not be responsible for any building defects and/or faulty items that are caused by additional or renovation works undertaken by the Property Owner/tenants independently. In the event that the defect and/or problem occurring is due to you and/or any renovation works that you have undertaken, the total costs of rectification shall be fully chargeable to you.
5. If the property has been renovated, a deposit of RM \_\_\_\_\_ is required, as a security for you agreeing to reimburse us the total costs of rectification works done, if the defect and/or problem occurring is due to you and/or any renovation works that you have undertaken. Any balance after deduction of the deposit shall be payable by you. This deposit shall be refundable if the defect and/or problem occurring is within the developer's defects liability coverage.
6. Please ensure that the rooms/areas needing repairs are accessible and not locked. Otherwise, kindly make appointment with our team to ensure that Property Owner/Representative is present to provide access to the room/areas needing repairs.
7. This complaint shall be effective from the inspection date above.
8. No appointment shall be accepted on Sundays.