

## **HUAWEI Authorized Experience Store Trade-In Campaign**

### **1 Introduction**

1.1 The HUAWEI Authorized Experience Store Trade-In campaign ("Campaign") is organized by Huawei Technologies (Malaysia) Sdn. Bhd. ("HUAWEI"). The terms and conditions and the Privacy Policy (as mentioned below) will be construed as the terms and conditions ("Terms and Conditions") of this Campaign on which HUAWEI offers you ("Customer") access to and use of this site for the purposes of this Campaign.

1.2 The sale transaction in this Campaign is between the Participating Outlet(s) (as set out in Appendix A) and Customer. HUAWEI only provides the recommended retail price ("RRP") and guidance on this site.

1.3 The Trade-in service is provided by Pao Pao Zhong Yuan Enterprise ("Pao Pao") as an independent third party, and is subject to the terms and conditions of Pao Pao as set out in Appendix B

1.4 HUAWEI is only a platform of communication between Pao Pao, the Participating Outlets, and Customers. HUAWEI shall not be liable for any loss or damage whatsoever which is suffered (including but not limited to indirect or consequential loss) or for personal injury which is suffered or sustained, as a result of participating in the campaign.

1.5 Customer agrees to comply with all the above when accessing or using this site. The scope of these Terms and Conditions is limited to HUAWEI's role of hosting this site and organizing this Campaign only

### **2 Trade-In Mechanics**

2.1 Customers will be entitled to trade-in their old device at a trade-in value specified by Pao Pao, and set-off that value within the same transaction at Participating Outlets.

2.2 For a list of eligible devices for this Campaign, please refer to the listed at Terms and Condition for Trade In Phone - HUAWEI Community. Devices which are not listed in the aforementioned link may still be eligible, subject to the Participating Outlets' confirmation. Customers may bring the devices to the Participating Store and if eligible, the device(s) trade-in value will be quoted according to the "RecReu" App

2.3 Customer is entitled to trade-in multiple device(s), up to a maximum of five (5) devices in a single transaction for every purchase of an eligible device. Trade-ins shall constitute of smartphones, tablets, smartwatches and laptops.

2.4 In the event that the trade-in value of the device(s) exceeds the cost of the device purchased, the excess amount is not exchangeable for cash.

2.5 The trade-in transaction is between Pao Pao and customers whereby Pao Pao shall determine the trade-in value using its digital application, i.e. RecReu app in accordance with the terms and conditions set out herein HUAWEI is merely acting as the coordinator for the trade-in transaction.

2.6 The values provided in the list are indicative, and subject to the condition of the trade in device, the model and brand of the trade-in device, and the purchased device model. Values will differ if there is any physical or functional damage identified, or when market value of the devices fluctuate. The accurate value of the trade-in device will be determined after assessment using Pao Pao's RecReu App in store

2.7 The RecReu App shall compute and provide a quotation through a series of automated tests, user-assisted tests and user-declared conditions. The actual trade-in value quotation shall be computed according to the types and quantity of defects found. During the device inspection by sales staff, should the sales staff find any mismatch between the actual and declared condition of the device, a revised trade-in value will be offered. If Customer is agreeable, the trade-in transaction shall be completed with this revised trade-in value. Otherwise, the device will be returned without any charges/ payment.

2.8 Personal device locks (PIN, passcode, fingerprint, facial) and accounts must be removed before the trade-in of device happens. Any of the aforementioned locked devices that was traded-in will be subjected to Pao Pao's major device grading discrepancy handling.

### **3 Trade-In Price Validity Period**

3.1 Trade-In Price will be updated accordingly on a monthly basis to reflect the respective month's price. For the updated list, kindly refer to Terms and Condition for Trade In Phone - HUAWEI Community.

3.2 HUAWEI reserves the right to shorten, extend or cancel the Pricing Validity Period without prior notice

### **4 Eligibility**

4.1 The Campaign is open to the following:

- (i) All Malaysians or permanent residents of Malaysia;
- (ii) Aged eighteen (18) and above; and
- (iii) Registered user of RecReu provided by Pao Pao.

4.2 Should the trade-in become unsuccessful, any order cancellation or return of item purchased from the Participating Stores will not be accepted.

4.3 By providing Customer's personal data, Customer is indicating that he/she has read, understood and agreed that his/her personal data will be recorded, stored or otherwise processed in accordance to HUAWEI's Privacy Policy available at Privacy Policy - Huawei or Pao Pao's privacy policy (Privacy Policy | Pao Pao Zhong Yuan Enterprise).

4.4 The RecReu trade-in pricing is fully underwritten by Pao Pao. HUAWEI shall not be liable to any trade-in quotation and deduction matters

4.5 In the event HUAWEI suspects or discovers that the Customer is abusing this Campaign and/or HUAWEI in any of the ways mentioned above or otherwise, HUAWEI may, at our sole discretion, take necessary steps to prevent and mitigate

such abuse such as limiting, suspending, or terminating the Customer's user account(s) and access to this site, delaying or removing hosted content, removing any special status associated with Customer account(s), reducing or eliminating any discounts, and taking technical and/or legal steps to prevent Customer from using this site

4.6 These Terms and Conditions are governed by the laws of Malaysia and disputes directly or indirectly arising from these Terms and Conditions and/or this offer shall be referred to the exclusive jurisdiction of the courts of Malaysia.

Note:

Trade-in ID cannot be reused.

Trade-ins are subjected to customer's diagnosis tests results by RecReu. Should the selected device not meet the requirement, the trade-in may be deemed unsuccessful.

#### **Appendix A: Participating Outlets**

No	Region	Store Name	Address
1	KL	Huawei Authorized Experience Store (Pavilion Bukit Jalil)	Pavilion, Lot 4.89.00 , Pusat Bandar 2, Bukit Jalil, 57000 Kuala Lumpur
2	KL	Huawei Authorized Experience Store (IOI City Mall)	L2-1A, 2ND FLOOR, IOI CITY MALL, LEBUHRAYA IRC, PUTRAJAYA
3	KL	Huawei Authorized Experience Store (The Garden)	LOT T-202B,3RD FLOOR THE GARDENS, LINGKARAN SYED PUTRA, MID VALLEY CITY, 59200 KUALA LUMPUR
4	KL	Huawei Authorized Experience Store (Suria KLCC)	Suria Klcc Lot 316-A, Level 3, 48, 139, Jln Ampang, Kuala Lumpur City Centre, 50088 Kuala Lumpur
5	KL	Huawei Authorized Experience Store (Aeon Maluri)	LOT F22,1ST FLOOR,AEON TAMAN MALURI JALAN JEJAKA 55100 KUALA LUMPUR
6	KL	Huawei Authorized Experience Store (My Town)	L3-047,MY TOWN SHOPPING CENTRE JALAN COCHRANE TAMAN MALURI 55100 KUALA LUMPUR
7	KL	Huawei Authorized Experience Store (Mid Valley City)	Huawei Flagship Store, S-005 Second Floor Mid Valley Megamall, 59200 Kuala Lumpur
8	KL	Huawei Authorized Experience Store (Sunway Velocity)	Lot 3-42 , Sunway Velocity Mall Lingkaran SV , 55100 Kuala Lumpur Cheras, 55100 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur

9	Selangor 1	Huawei Authorized Experience Store (Sunway Pyramid)	F1.33 First Floor Huawei Experience Shop Sunway Pyramid, Jalan PJS 11/15, Bandar Sunway, 47500 Petaling Jaya, Selangor, Malaysia
10	Selangor 1	Huawei Authorized Experience Store (The Mines)	L4,44(P) ,DIGITAL MART Level 4,Mines Shopping Fair 4th Floor, Jalan Dulang, Mines Resort City, 43300 Seri Kembangan, Selangor.
11	Selangor 1	Huawei Authorized Experience Store (Paradigm Mall PJ)	1F-11 & 12, Paradigm Mall, No.1, Jalan SS 7/26a, Kelana Jaya, 47301 Petaling Jaya, Selangor
12	Selangor 2	Huawei Authorized Experience Store (Setia City Mall)	Lot LG-10, Setia City Mall, Persiaran Setia Dagang, Setia Alam, 40170 Shah Alam, Selangor, Malaysia
13	Selangor 2	Huawei Authorized Experience Store (Bukit Tinggi)	LOT S37,2ND FLOOR AEON BUKIT TINGGI SHOPPING CENTRE BANDAR BUKIT TINGGI 2,41200 KLANG

### **Appendix B: Trade-in Terms and Conditions – By Pao Pao**

RecReu as the platform of web and app-based device diagnostic tools whereby the backend administrative management portals are operated by Pao Pao Zhong Yuan Enterprise (Company No.: JR0141595-P). Below are the terms and conditions concerned.

1 RecReu reserves the right to refuse purchase of some or all devices, or to limit the number of purchases at its sole discretion.

2 You confirm that you are the legal owner of the device.

3 You must be 18 years or above to be eligible to trade-in your devices with RecReu

4 All the logos, texts, graphics, button icons, images, digital downloads, data compilations and software are the exclusive property of RecReu

5 By providing RecReu your mobile number, you grant RecReu permission contact you through voice calls, text messages, pre-recorded voice and/or automatic telephone for the purpose of processing order, providing information, offers, updates, announcements or advertisements.

6 You agree and acknowledge that the ownership of the trade-in devices shall be transferred to RecReu once payment is made to you.

7 Devices quoted values offered by RecReu are subject to changes without any prior notice made to you.

8 The erasure of the data stored in your devices as specified above will be performed by RecReu in its best endeavors and you will not be able to hold RecReu

liable for any failure, inaction or omission of any part of data erasure originates by the Company's supplier or Original Equipment Manufacturer ("OEM").

9 The terms and conditions RecReu may change at any time at our sole discretion without any prior notice to you. Hence, it is your responsibility to keep yourself updated with the new terms and conditions. Each order shall be governed by the terms and conditions applicable at that time. Any losses incurred by you due to your failure to keep yourself updated with the new terms and conditions shall be borne by you and we shall not be liable for the same.

10 You agree and acknowledge that by sending your devices to RecReu agree to release us from any claims, losses or damages that may arise with respect to it, including any claims related to the ownership of the device and any data stored in it. Any data stored or contained in your device (whether in the form of personal details, SMS, photos, games, songs or other data not specifically defined herein) will be erased by the Company and we will not be responsible for any losses incurred by you due to the removal or loss of any such data.

11 Blacklisted devices: When placing an order on RecReu for selling your devices, you are deemed as its legal owner. In the event such are found to be blacklisted devices, you will be liable to make a full refund of the devices value to RecReu including but not limited to the operation cost incurred by RecReu during the collection of your devices within seven (7) working days. Failure to do so, I RecReu proceed with the necessary legal action without any reference made to you for which you shall be further liable to the necessary costs to be incurred.