

# CelcomDigi Device Trade-In Program

CelcomDigi Device Trade-In Programme is a Device buy-back and trade-in program ("Program") made available by Celcom Mobile Sdn Bhd (Company No. 197601002188 (27910-A)) ("Celcom") and 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) 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), Celcom's and Digi's Privacy Notice, Data Protection Statement and Data Protection Obligations found on CelcomDigi's website at [Celcom Privacy Notice](#) and [Digi 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 call CompAsia Device Trade-in Program customer support at 03-7931 3417 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will provide reasonable advance notice of such changes and all previous versions of user guides or leaflets will be superseded.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**

1. The Program is open to all CelcomDigi Customer who are:
  - (a) citizens or permanent residents of Malaysia;

- (b) at least 18 years of age; and
  - (c) existing subscriber for any CelcomDigi Postpaid or Prepaid plans.
2. 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 Customer insists to trade-in the Device which is within the commitment period under the relevant device contract, 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.
  3. 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.
  4. This Program is strictly for access and transacted in Malaysia only.

### **Assessment of the Device**

1. The CompAsia app is available to be downloaded from App Store, Google Play Store and Huawei App Gallery. The CompAsia 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 CompAsia app to get a quote of the Device trade-in value by following the steps as follows: -
  - a) **Download CompAsia app;**
  - b) **Getting the quotation:**  
After running the device diagnostic on the Device to trade-in; Customer will be required to declare the physical condition of the Device to get the quotation from CompAsia. If Customer is agreeable with the quote of the Device trade-in value and wish to sell/trade-in the Device at the given quote, Customer may proceed to fill-in his/her personal information and place an order.
  - c) **Surrender the Device:**  
Customer shall walk into CelcomDigi outlets nationwide (excluding airport

outlets) and speak to CelcomDigi friendly staff to complete the trade-in transaction or to get further assistance.

d) **Trade-in value:**

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 7 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 to complete the trade in transaction. Customer shall inform CelcomDigi staff 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 CelcomDigi's decision shall be final.
3. Customer shall accurately submit the information of the make, model and condition of the Device via the CompAsia app. The quote shown on the CompAsia app is not final and the final appraised value may be adjusted according to CelcomDigi staff.
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 indemnity 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 CompAsia app is by CompAsia. CelcomDigi do not hold the responsibility to check any third-party contents provided by CompAsia. CelcomDigi make 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 CompAsia app shall be subject to, and Customer shall review, accept and comply with, such terms and conditions (including any end user licence agreements) as may be applicable to such third party content (including contents from CompAsia) as contained in CompAsia app ("**Third Party Content**"). Customer shall be solely responsible for any provision or submission of information by or on behalf of or through CompAsia 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 CompAsia 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, uninterrupted 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 CompAsia app.