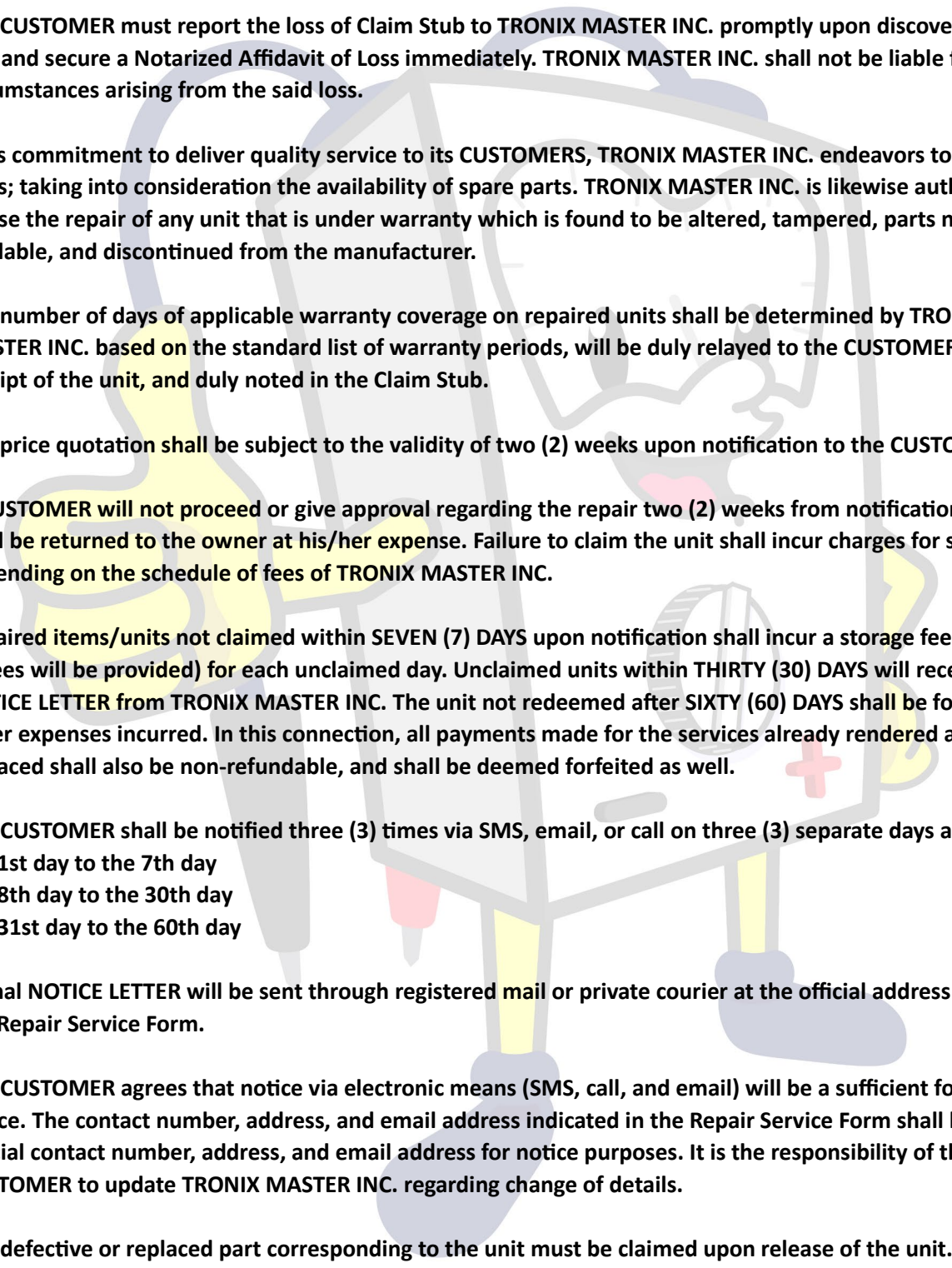
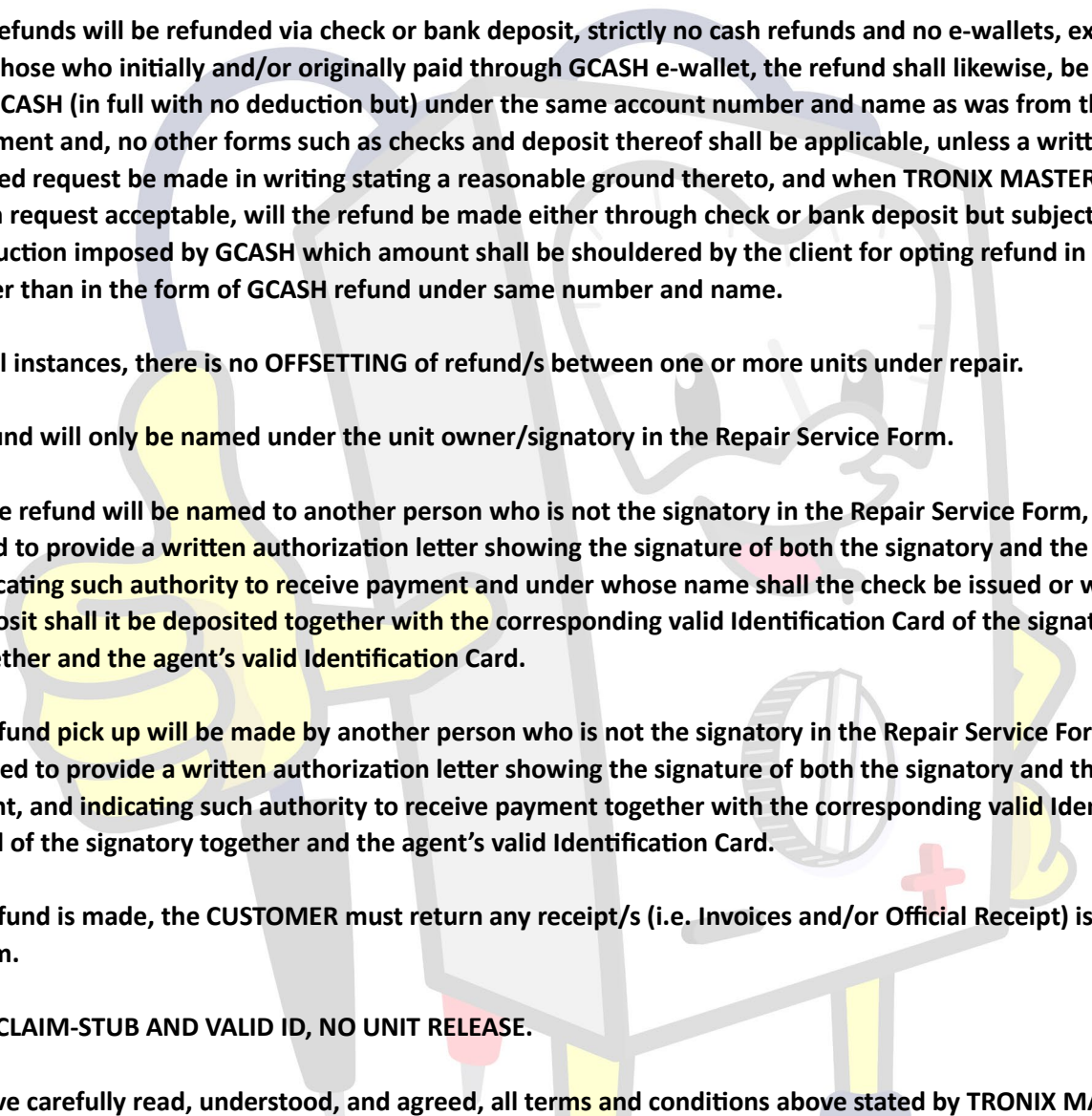


TERMS AND CONDITIONS

1. The CUSTOMER hereby categorically admits, represents, and warrants, that he/she is the OWNER of the unit, hence, permits TRONIX MASTER INC. to perform all the necessary repair/s as indicated in the Repair Service Form. The CUSTOMER confirms that only the items entrusted to TRONIX MASTER INC. are the items listed (including accessories) on the Claim Stub. Said listed items are the only items which can/will be claimed using the Claim Stub corresponding to the items.
2. The CUSTOMER likewise hereby categorically represents and confirms that the trouble concern for repairs so stated in the Repair Service Form is true and correct. The unit subject to repair was likewise received and diagnosed in the CUSTOMER'S presence.
3. The CUSTOMER must provide complete information (Name, Address, Contact Number, and Email Address). This information shall be kept confidential and may be used for purposes such as, but not limited to, the validations and verifications of the unit owner, validation of ownership over the item, responsibility and accountability over the item, representation by the item owner, to reach out to CUSTOMERS regarding products and services information including those under repair, including follow-ups through email, messaging, and other channels. Failure/refusal to provide the actual address and working contact number shall be a valid ground for nonacceptance of the unit for repair.
4. That the trouble concern of the CUSTOMER on his/her appliances will not be the sole basis of the problem of the unit. It will go through a general check-up. The trouble concern so stated shall not in any way limit or restrict TRONIX MASTER INC. to do allied or any other related repairs whatsoever if deemed necessary.
5. The CUSTOMER hereby undertakes to pay for all the costs of repairs, parts replacement, and services which are not covered by WARRANTY of TRONIX MASTER INC or PARTNER BRAND, whichever is applicable. Accessories, such as, but not limited to, remote, cables, and consumable accessories are not covered by the warranty.
6. Proof of Purchase/Certification shall be required for application of warranties.
7. Upon and with the approval of the CUSTOMER on the quoted price of TRONIX MASTER INC., the CUSTOMER hereby commits and undertakes to fully pay TRONIX MASTER INC. the agreed and approved cost of the repair services and parts replacement. A downpayment of fifty percent (50%) of the quoted price is required to commence the repair of the unit.
8. The CUSTOMER agrees to pay, and shall pay, the service diagnostic fee or checkup fee, even when the unit is subsequently found to be beyond repair or even if the customer opted not to proceed with the repair with TRONIX MASTER INC. This service diagnostic fee or checkup fee varies depending on the unit (a schedule of fees will be provided). Said checkup fee shall be paid upon receipt of the unit and shall be non-refundable.
9. The standard rate of the checkup fee may be increased by the company based on existing conditions without need of prior notice.
10. TRONIX MASTER INC. shall not be liable for the LOSS OR DAMAGE of the unit in cases of armed robbery, fire, typhoon, flood, and similar natural calamities or acts of God [fortuitous event and/or force majeure].

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11. Any person claiming the unit who is not the signatory in the Repair Service Form shall be required to present/submit to TRONIX MASTER INC. an authorization letter and a valid Identification Card of the signatory together with his/her valid Identification Card.
 12. The CUSTOMER must report the loss of Claim Stub to TRONIX MASTER INC. promptly upon discovery of such loss and secure a Notarized Affidavit of Loss immediately. TRONIX MASTER INC. shall not be liable for any circumstances arising from the said loss.
 13. In its commitment to deliver quality service to its CUSTOMERS, TRONIX MASTER INC. endeavors to repair all units; taking into consideration the availability of spare parts. TRONIX MASTER INC. is likewise authorized to refuse the repair of any unit that is under warranty which is found to be altered, tampered, parts not available, and discontinued from the manufacturer.
 14. The number of days of applicable warranty coverage on repaired units shall be determined by TRONIX MASTER INC. based on the standard list of warranty periods, will be duly relayed to the CUSTOMER upon receipt of the unit, and duly noted in the Claim Stub.
 15. The price quotation shall be subject to the validity of two (2) weeks upon notification to the CUSTOMER.
 16. If CUSTOMER will not proceed or give approval regarding the repair two (2) weeks from notification, the unit shall be returned to the owner at his/her expense. Failure to claim the unit shall incur charges for storage fee, depending on the schedule of fees of TRONIX MASTER INC.
 17. Repaired items/units not claimed within SEVEN (7) DAYS upon notification shall incur a storage fee (a schedule of fees will be provided) for each unclaimed day. Unclaimed units within THIRTY (30) DAYS will receive a NOTICE LETTER from TRONIX MASTER INC. The unit not redeemed after SIXTY (60) DAYS shall be forfeited to cover expenses incurred. In this connection, all payments made for the services already rendered and parts replaced shall also be non-refundable, and shall be deemed forfeited as well.
 18. The CUSTOMER shall be notified three (3) times via SMS, email, or call on three (3) separate days as follows:
 - a. 1st day to the 7th day
 - b. 8th day to the 30th day
 - c. 31st day to the 60th day
 19. A final NOTICE LETTER will be sent through registered mail or private courier at the official address indicated in the Repair Service Form.
 20. The CUSTOMER agrees that notice via electronic means (SMS, call, and email) will be a sufficient form of notice. The contact number, address, and email address indicated in the Repair Service Form shall be the official contact number, address, and email address for notice purposes. It is the responsibility of the CUSTOMER to update TRONIX MASTER INC. regarding change of details.
 21. The defective or replaced part corresponding to the unit must be claimed upon release of the unit. TRONIX MASTER INC. has the discretion to dispose of the same seven (7) days after the release of the unit.
 22. Payment for costs of repair shall be on a CASH basis or other mode of payments acceptable to TRONIX MASTER INC. Units shall be released only upon full payment of the agreed quoted price.

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23. For refund applications, the CUSTOMER must fill up the required Refund Form. The processing time of refunds will be at least two (2) weeks from the date of formal request.
 24. All refunds will be refunded via check or bank deposit, strictly no cash refunds and no e-wallets, except only for those who initially and/or originally paid through GCASH e-wallet, the refund shall likewise, be ONLY given IN GCASH (in full with no deduction but) under the same account number and name as was from the time of payment and, no other forms such as checks and deposit thereof shall be applicable, unless a written and signed request be made in writing stating a reasonable ground thereto, and when TRONIX MASTER INC. finds such request acceptable, will the refund be made either through check or bank deposit but subject to 5% deduction imposed by GCASH which amount shall be shouldered by the client for opting refund in other forms other than in the form of GCASH refund under same number and name.
 25. In all instances, there is no OFFSETTING of refund/s between one or more units under repair.
 26. Refund will only be named under the unit owner/signatory in the Repair Service Form.
 27. If the refund will be named to another person who is not the signatory in the Repair Service Form, there is a need to provide a written authorization letter showing the signature of both the signatory and the agent, and indicating such authority to receive payment and under whose name shall the check be issued or whose bank deposit shall it be deposited together with the corresponding valid Identification Card of the signatory together and the agent's valid Identification Card.
 28. If refund pick up will be made by another person who is not the signatory in the Repair Service Form, there is a need to provide a written authorization letter showing the signature of both the signatory and the receiving agent, and indicating such authority to receive payment together with the corresponding valid Identification Card of the signatory together and the agent's valid Identification Card.
 29. If refund is made, the CUSTOMER must return any receipt/s (i.e. Invoices and/or Official Receipt) issued to them.
 30. NO CLAIM-STUB AND VALID ID, NO UNIT RELEASE.
 31. I have carefully read, understood, and agreed, all terms and conditions above stated by TRONIX MASTER INC.

DATA PRIVACY CONSENT FORM

By signing/clicking agree to this consent form, I/we (as "Data Subject") grant my/our free, voluntary and unconditional consent to the collection and processing of all Personal Data (as defined below), and account or transaction information or records (collectively, the "Information") relating to me/us disclosed/transmitted by me/us in person or by my/our authorized agent/representative/s to the information database system of the Tronix Master Inc. (TMI) and/or any of its authorized agent/s or representative/s as Information controller, by whatever means in accordance with Republic Act (R.A.) 10173, otherwise known as the "Data Privacy Act of 2012" of the Republic of the Philippines, including its Implementing Rules and Regulations (IRR) as well as all other guidelines and issuances by the National Privacy Commission (NPC).

I/we understand that my/our "Personal Data" means any information, whether recorded in a material form or not, (a) from which the identity of an individual is apparent or can be reasonably and directly ascertained by the entity holding the information, or when put together with other information would directly and certainly identify an individual, (b) about an individual's name, address, contact information (i.e. phone number and email address), birthday, signature specimen, race, ethnic origin, marital status, age, color, gender, health, education and religious and/or political affiliations, (c) about the individual's unit information such as unit brand, model, serial number, accessories included, and trouble concern of the data subject.

I/we understand, further, that TMI shall keep the Personal Data and Information and the business and/or transaction/s that I/we do with TMI (the "Business") in strict confidence, and that the collection and processing of all Personal Data and/or Information by TMI may be used for purposes such as, but not limited to, the validations and verification of the unit owner, validation of ownership over the item, responsibility and accountability over the item, representation by the item owner, to reach out to clients regarding products and services information, including follow ups through email, messaging, and other channels.