



Terms and Conditions

The following terms are applicable to all users accessing this website. By using this website, you are deemed to have read and agreed to all the following terms and conditions. REDtone Engineering & Network Services Sdn Bhd ("REDtone") reserves the right to modify these terms at any time. Your right to visit this website is granted by REDtone in accordance with the following terms. Discontinue using this website if you do not agree with any of the following term.

REDtone reserves the right to edit, refuse, replace, publish or remove any content from the Site for any reason whatsoever. Information on links from www.ansarmobile.com.my to other websites is not the property of REDtone and therefore we do not assume any responsibilities to ensure the accuracy or legitimacy of the contents therein. REDtone is not responsible for the availability of any such websites at any time without any notice.

Your Personal Information

REDtone will process your personal information in accordance to the Personal Data Protection Act 2010 and the REDtone Group Privacy Statement. Our REDtone Group Privacy Statement is found at our support centre and on our website at www.ansarmobile.com.my/pdpa. Call us at 128 from your mobile or dial 1800 87 7790 from any other phone if you need a copy.

Your Rights and Obligations

You agree to use this website only for lawful purposes. You must comply with the related laws and regulations, including all the terms and conditions, and other policies specified in this website. You must not use the Services for any unlawful and/or improper activity including but not limited to sending spam, publishing any defamatory or abusive material, and/or causing network congestion.

SIM Card

All SIM cards purchased from www.ansarmobile.com.my must be activated in accordance to the instruction provided in the invoice. SIM cards which have not been activated within the stipulated time stated on the starter pack will not be useable. REDtone is not liable for refunding or compensating such expired SIM cards.

REDtone reserves the right to impose a charge for SIM card replacement. Your SIM card is not transferable without a written consent from REDtone. You will be liable for all terms and conditions in this Agreement until REDtone confirmed your transfer with a written notice.

Top Up and Validity

The validity period for each top up denomination is printed on the voucher and listed on www.ansarmobile.com.my. REDtone reserves the right to change or modify the validity period without prior notification. You will be notified via text message of the top up amount, total available credit and new validity period upon each successful top up. REDtone is not

responsible for, nor do we refund lost, stolen, misused, or damaged top up vouchers or PINs. All top up purchases are final and non-refundable, regardless of who actually uses or possesses the vouchers or PINs, with or without your consent. In addition, REDtone is not liable for any loss or damage due to top up errors caused by the user of the coupon. Top up coupons and e-voucher PINs which have passed the expiry dates will not be usable. REDtone is not liable for refunding or compensating expired top up coupons or e-voucher PINs. All top up purchase including online top-up are final and not refundable.

Suspension or Termination of your usage of this website

We may suspend or terminate your usage in a number of circumstances, including where you breach our agreement & terms and conditions, or otherwise create or possible legal exposure for us.

Supply of this website

We are not liable to you or any other party, in contract, tort (including negligence), or otherwise for any loss or damage that you may suffer in connection with this website. REDtone does not guarantee or warrant that files or items available through this website will be free of infection by software viruses or any other harmful files, programs or computer code. We will not be responsible for any loss or damage, cost that you may suffer as a result of your use of the information contained in www.ansarmobile.com.my.

Order Acceptance and Pricing

Please note that there are cases when an order cannot be processed for various reasons. The Site reserves the right to refuse or cancel any order for any reason at any given time. You may be asked to provide additional verifications or information, including but not limited to phone number and address, before we accept the order.

We are determined to provide the most accurate pricing information on the Site to our users; however, errors may still occur, such as cases when the price of an item is not displayed correctly on the website. As such, we reserve the right to refuse or cancel any order. In the event that an item is mispriced, we may, at our own discretion, either contact you for instructions or cancel your order and notify you of such cancellation. We shall have the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card or bank account charged.

Indemnity

You understand and agree that you are personally responsible for your behaviour on the website. You agree to indemnify, defend and hold harmless REDtone, affiliated companies, joint ventures, business partners, licensors, employees, agents, and any third-party information providers to the website from and against all claims, losses, expenses, damages and costs (including, but not limited to, direct, incidental, consequential, exemplary and indirect damages), and reasonable attorneys' fees, resulting from or arising out of your use, misuse, or inability to use the website or its contents or any violation by you of this agreement and any terms and conditions.

Purchase of Products

Placing your Order: You may place an Order by completing the Order form on the Platform and clicking on the “Confirm” button. You shall be responsible for ensuring the accuracy of the Order and personal details provided to us.

Delivery of Products

Delivery of the Products shall be made to the address you specify in your Order by REDtone (or its agents). Shipping and packing charges shall be as set out in the Order. You may track the status of the delivery at the “Order Tracking” page of the Platform. You acknowledge that delivery of the Products is subject to availability of the Products. REDtone will make every reasonable effort to deliver the Product to you within the delivery timeframe stated on the relevant page. All delivery timeframes given are estimates only and delays can occur. If the delivery of your Product is delayed we will inform you accordingly via e-mail and your purchase will be dispatched as soon as it becomes available. The time for delivery shall not be of the essence, and REDtone (nor any of its agents) shall not be liable for any delay in delivery whatsoever caused.

In the event you do not receive the Product by the projected delivery date and provided that you inform REDtone within 3 days immediately from such projected delivery date, we will locate and deliver the Product. If REDtone does not hear from you within 3 days from such projected delivery date, you shall be deemed to have received the Product.

General

The terms and conditions herein are subject to change without prior notice and at REDtone’s discretion. These terms and conditions shall be governed by the law of Malaysia.

Payment Terms

All prices quoted are in Malaysian Ringgit.

You agreed to provide true, accurate and complete details asked in our online registration form.

Payment that has been made does not mean that your transaction has been accepted. We will only send confirmation via email for purchases that has been verified as genuine purchases.

Subsequently, the purchase confirmation email will be delivered to your email address as registered at our web site with conditions as below:-

- Payment can be made online via online banking and credit card.
- No refund/cancellation is allowed for any unutilized top-up(s) or start pack.
- REDtone shall not be responsible or liable for any damages (whether direct, indirect, special or consequential), late or non-delivery of tickets, loss, goodwill expenses or loss of profit incurred or suffered by you in the following circumstances:
 - This website not being available;
 - The email address is incorrect
 - During non-banking day;

- Any access, use or inability to access or use this website and/or any other website linked to this website;
- Attack or interference by any computer virus, corruption, worms or by any person;
- Improper use or unauthorized use of this website, your username and password or any other of your security codes;
- The taking and compliance of any of your requests or instructions via this website or any affiliates' website;
- Any inaccuracies, errors, defects of any content of this website or other websites linked to this website;
- Any operation malfunction or defect of your computer terminal, systems or software used in accessing this website;
- Natural disaster, violence, warlike situations and/or reasons beyond our control.

You shall not impersonate or attempt to impersonate another user or any other person by using the name, address, credit card information, e-mail address of login name and password of any other user or person for any reason whatsoever, without prior consent or forge a header or otherwise manipulate identifiers in order to disguise the origins of an e-mail.

REDtone reserves the right to request additional information or documentation from time to time for verification purpose.

REDtone reserves the right not to honour any online sales transaction if we have reason to believe that the transaction is fraudulent and if you have failed to provide accurate and complete information at the time of application.

No cancellation will be accepted upon confirmation of purchase. Cancellation will only be permitted in the event of a duplicate transaction and each case will be reviewed separately before acceptance.

FPX Terms and Conditions

1. In addition to the general terms and conditions for subscribing to REDtone's services, the provisions set out in this FPX Terms and Conditions shall at any time during the term of the Agreement apply to Customer who accepted FPX as the mode of payment for REDtone services.
2. REDtone shall not be liable to the Customer:
 - a. if the FPX is not honoured by the Bank or the Card Issuer;
 - b. if provision of or authorisation to the Bank Account Holder or Cardholder ("Accounts Holder") for the FPX is denied/refused or suspended at any time by any party for any reason whatsoever; or
 - c. if REDtone is unable to or delays in providing the FPX as a result of a power failure, failure of any computer or telecommunication system used in connection with the FPX, or any other circumstances beyond REDtone's reasonable control.

3. Notwithstanding that a transaction may have been duly completed via FPX, the Customer's particular REDtone bill has been credited as paid, REDtone reserves the right and shall be entitled without prior notice to the Customer to reverse any payment entry in the Customer's statement of account or charge back the transaction sum to the Customer's account with REDtone in the event of any one or more of the following circumstances:-
 - a. the transaction is cancelled by the Bank or the Card Issuer for any reason whatsoever;
 - b. the transaction is found to be incomplete, illegal or carried out by fraudulent means;
 - c. the transaction is found to be one with a "Declined Authorisation" or a non-corresponding authorisation code;
 - d. the transaction sum or part thereof was found to have exceeded the Accounts Holder authorised transaction limit or credit limit;
 - e. the Card concerned is found to have expired, terminated or is invalid for any reason whatsoever;
 - f. the transaction was entered into without the authorisation of the Accounts Holder or Accounts Holder disputes the transaction or denies liability for whatever reason;
 - g. the transaction was carried out or credit was given to the Customer in circumstances constituting a breach of any express or implied term, condition, representation or duty of the Customer; or
 - h. at the absolute discretion of REDtone, the Bank or the Card Issuer, without assigning any reason whatsoever