



Terms of Service for MARCO Service Center

1. Introduction

Welcome to our Service Center. We provide repair and maintenance services for watches, calculators, musical instruments, and battery changes. By utilizing our services, you agree to the following terms and conditions.

2. Services Offered

Diagnose, repair and maintenance of watches, label printer, calculators, and musical instruments. Battery replacement for applicable products.

3. Warranty and Non-Warranty Items

Warranty Items: Products under warranty will be serviced according to the manufacturer's warranty terms. Proof of purchase and warranty documentation must be presented.

Non-Warranty Items: Products not under warranty will be serviced at the customer's expense. Quotation will be provided before any work is performed.

4. Service Process

Assessment: Upon receiving the product, our technicians will assess the item and determine if it falls under warranty or non-warranty service.

Estimates: For non-warranty items, a cost estimate will be provided before any repair work begins.

Approval: Customer & Dealer approval is required before proceeding with any repair or maintenance service.

Completion: Upon completion, customer will be notified to collect the item/or you can check status at Marco e-store website. Any service charges must be settled before collection.

5. Liability

Our Service Center is not responsible for any loss or damage to items left for service beyond the value of the service provided. Customers are responsible for removing any personal data or information which is not requested by Service Centre before sending to service.

6. Service Warranty

Repairs performed by our Service Center are guaranteed for 30 days from the date of service. This warranty covers only the specific repair performed and does not extend to other issues that may arise.

7. Payment Terms

Payment for non-warranty services must be made in full when you agree to repair. Accepted payment methods include cash, credit/debit cards, and other forms as specified by the Service Center.

8. Uncollected Items

Notice: Customers will be notified when their item is ready for collection.

Disposal: Any item not collected within 90 days of the notification date will be considered abandoned and will be disposed of. Prior notice will be given before disposal.

The item will also be disposed if the contact data provide is inaccurate without prior notice.

9. Data Protection

We respect your privacy and are committed to protecting your personal information. Please refer to our privacy policy at <https://marco-groups.com/privacy-policy/>

10. Amendments

The Service Center reserves the right to amend these terms at any time without prior notice. Customers are advised to review the terms periodically.

11. Contact Information

For any inquiries or concerns, please contact our Service Center at:

WhatsApp Service Hotline: **+60 12-233 6941**

Email: **customerservice@marco-groups.com**

Address: **2nd Floor, No. 8 & 10, Jalan Segambut, Segambut, 51200 Kuala Lumpur**

By using our services, you acknowledge that you have read, understood, and agreed to these Terms of Service.

Thank you for choosing our Service Center. We appreciate your business.