

Flood Relief Program

Terms and Conditions

The Flood Relief Program is organized by Kridentia Tech Sdn Bhd.

Eligibility

1. The campaign is only valid for Kridentia Tech's customers affected by the flood. Customers to enclose the device Serial No, proof of document and pictures, email to support@kridentia.com.
2. All sold product(s) from Kridentia Tech are entitled to this program except for devices with back-to-back warranty from Idemia, eg: Software Dongle License, MorphoAccess, SIGMA series, MorphoWave, MorphoTop, VisionPass & MorphoTablet.

Campaign Mechanism

1. The Customer may send in their faulty/affected device for repair through the following ways:
 - i. Walk-in to our Repair Centre at Kridentia Tech office, Cyberjaya
 - ii. Submit online form via this URL <https://forms.gle/hukJ5nBrUebcPv868>
 - iii. Email your details and problem description to support@kridentia.com
2. The eligible Customer will be entitled to the following discount in a single invoice or a new purchase to replace the faulty unit:
 - i. A waiver on diagnosing fee and labor for repairs
 - ii. 30% discount on selective parts for Biometric and temperature screening products
 - iii. A waiver for courier service (only applicable for Customers who apply through online or email)
 - iv. 10% off to a new purchase should the device is beyond repair or the repair cost has exceeded the price of a new purchase
3. Only selected models of product range sold by Kridentia Tech are entitled to the discount and waiver, and shall be subjected to the availability of spare parts. Please contact us at 03-8688 6888 or email us at support@kridentia.com to enquire on the eligibility of the product model and the availability of spare parts.
4. The payment term would be C.O.D, and the repair device(s) will be returned once payment is credited to Kridentia Tech's bank account.
5. All faulty spare parts replaced will not be returned to the Customer and will be recycled or disposed of by Kridentia Tech.
6. Kridentia Tech reserves the right to change, amend, remove or add to the Terms and Conditions without prior notice at any time.

Exclusion

1. The shipping cost of the RMA from the Customer to Kridentia Tech's Repair Centre is not included in this campaign.
2. The campaign does not cover products from Idemia (For example, MorphoAccess, SIGMA series, MorphoWave, MorphoTop, VisionPass, MorphoTablet & Software Dongle License).

Others

1. This campaign can only be used for a single transaction, normal priced items, and cannot be bundled with other ongoing promotions.
2. This campaign is conducted on a first-come, first-served basis and is subject to availability.
3. The repair services will not extend the product warranty expiry date, and the date will remain as is.
4. The discount and waiver are only valid for this campaign and not for future repairs or product purchases.