

TERMS AND CONDITIONS

InteliNest Solutions

Empowering Homes with Smart Technology

Last updated: 20 November 2025

1. Introduction

Welcome to InteliNest Solutions. By accessing or using our website and services, you agree to comply with the following Terms & Conditions. If you do not agree with any part of these terms, you should not use our website or services.

2. Nature of Services

InteliNest Solutions provides smart home and smart office technology solutions, installations, automation systems, IT support, and related consultancy services. We do not operate an online store. All services are provided by appointment and/or through direct communication channels, followed by a quotation or proposal.

3. Appointments & Communication

Appointments or consultations can be made via:

- Phone / WhatsApp
- Email
- Contact form on the website
- Social media or approved communication channels

Upon receiving your inquiry, our representative will respond and may set an appointment or request more details to prepare a quotation.

4. Quotations & Pricing

- All prices are provided through official quotations only.
- Quotations are valid for a limited period, as stated in the document.
- Prices may change based on material cost, custom requests, or technical requirements.
- Work will only begin after written confirmation from the customer.

5. Payment Terms

- Payment instructions will be provided together with the quotation or invoice.
- Payments can be made via bank transfer, QR Pay, or other approved methods.
- A deposit may be required before project commencement.
- Full payment must be completed upon successful delivery of service unless otherwise agreed.

6. Cancellation & Changes

- Customers must notify InteliNest Solutions if they wish to reschedule or cancel.
- If materials have already been purchased or work has started, cancellation fees may apply.
- Changes to the service scope may affect pricing and completion time.

7. Warranties & Limitations

- Product warranties follow manufacturer's warranty terms.

- Service warranty will be stated individually in the quotation or service agreement.
- IntelliNest Solutions is not responsible for issues caused by third-party systems, user misuse, or unauthorized modifications.

8. Liability

IntelliNest Solutions shall not be held liable for:

- Indirect or consequential damages
- Loss of data or system downtime
- Damages arising from user actions or third-party interference

9. Customer Responsibilities

Customers agree to:

1. Provide accurate information for quotations.
2. Ensure safe working access at the job site.
3. Avoid unauthorized tampering with installed systems.
4. Make timely payments as agreed.

10. Privacy

All personal and project information shared with us will be kept confidential. We only collect information necessary to provide our services. For details, refer to our Privacy Policy.

11. Intellectual Property

All texts, designs, diagrams, and materials provided by IntelliNest Solutions remain our intellectual property and may not be reproduced or distributed without written permission.

12. Governing Law

These Terms & Conditions are governed by the laws of Malaysia. Any disputes will be handled through appropriate legal channels within Malaysia.

13. Contact Information

IntelliNest Solutions

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