

## TERMS AND CONDITIONS

### FLEXI PARKING: FLEXI ASSIST

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*Flexi Assist* is an integral and additional feature in the Flexi Parking App, has been meticulously designed to serve as your on-demand and immediate emergency roadside assistance, available to you around the clock, irrespective of your geographic location. With our unwavering commitment to your convenience and peace of mind, we stand ready to offer swift, reliable, and professional support whenever and wherever you find yourself in need. Whether you encounter an unexpected vehicle breakdown, require a jumpstart, or need help with a tire issue, our highly skilled and responsive team is just a phone call away. Your business operations can continue unhindered, knowing that *Flexi Assist* is your dependable partner in ensuring seamless mobility and peace of mind.

Before you begin using the service of *Flexi Assist*, it is strongly recommended that you carefully read these *Terms and Conditions*. By browsing, accessing, or utilizing the services (as defined below) offered through it, you are indicating your agreement and acceptance of these *Terms and Conditions*, and your commitment to abide by them. Your use of any part of *Flexi Assist* implies your acceptance of these *Terms and Conditions*, which become effective on the date of your initial use of *Flexi Assist*. If you do not agree with these *Terms and Conditions*, you should immediately discontinue using the *Flexi Assist* services.

We retain the right to modify these *Terms and Conditions* at any time without prior notice by posting changes online. It is your responsibility to regularly review the information posted on the app to stay informed of such changes. If you do not wish to be bound by these revised *Terms and Conditions*, you have the option to delete all your accounts on our app and/or uninstall our mobile applications. Nevertheless, your continued use of our app after changes are posted will be considered as an acceptance of the amended *Terms and Conditions*.

## 1 PAYMENT TERMS

- 1.1 **Payment Method:** All payments must be processed via the mobile app. We regret to inform you that cash transactions are not acceptable. *Flexi Parking* exclusively accepts online payments for its *Flexi Assist*. Please be advised that *Flexi Parking* reserves the right to decline service if this payment condition is not met.
- 1.2 **Service Charges:** Upon a customer's request for assistance: *Flexi Assist*, *Flexi Parking* will diligently verify the details and provide the customer with a precise quotation. Once the customer accepts the quoted price, online payment is mandatory prior to *Flexi Assist* dispatching its network to execute the requested service(s).

## 2 CANCELLATION AND REFUND POLICY

- 2.1 **Full Refund:** Should you need to cancel your request within 15 minutes of *Flexi Assist* assigning an order to a service provider, you are eligible for a full refund.
- 2.2 **Partial Refund:** For cancellation requests made beyond the initial 15-minute window after *Flexi Assist* assigns an order to a service provider, a partial refund will be processed within 7 working days, with the following breakdown:
- a. Towing Service: RM50
  - b. Repair on Site Service: RM30

## 3 OTHER CHARGES

- 3.1 **Customer Incurred Charges:** a. One-way toll fees b. Customs Levy fees

## 4 VEHICLE DAMAGE

- 4.1 **Vehicle Inspection:** We strongly advise customers to capture four images of their vehicle, portraying the front, rear, right, and left sides, both before and after a service is administered by *Flexi Parking: Flexi Assist*.
- 4.2 **Reporting Damage:** Customers are required to promptly supply *Flexi Parking Customer Service* with conclusive evidence, such as images and/or videos that document any damages incurred.

- 4.3 **Investigation and Accountability:** Following receipt of your evidence, *Flexi Parking* will diligently investigate within three working days. In the event that the damage is attributed to our service provider, *Flexi Assist* will assume full responsibility.

## 5 USE OF SERVICE

- 5.1 To use the *Flexi Parking: Flexi Assist* feature, The User's name, phone number, and vehicle plate number are required to be shared with the relevant Merchant providing such services.
- 5.2 The User is responsible for providing accurate details of his/her car to the selected Merchant and/or workshop.
- 5.3 The User agrees that The User may select the Merchants and services required at his/her own discretion. Any cancellation requests are only permissible prior to payments being made. No changes or cancellations shall be accepted once the payment process has been completed.
- 5.4 Any additional requests services or payments apart from the ones offered on the Flexi Parking App shall be communicated and dealt directly with the selected Merchant, at The User's own discretion.
- 5.5 The User acknowledges and agrees that the road assistance services are provided by third-party Merchants. Any complications or issues that may arise from the services provided by the third-party Merchants shall be communicated and dealt directly with the Merchants. Any requests pertaining to refunds are subject to our refund policy under Clause 7.3 of this Terms and Conditions.

## 6 LIMITATION OF SERVICE

- 6.1 **Limitation of Service:** The provision of our services may be constrained by factors such as road conditions, Acts of God, civil unrest, war, legal authorities, strikes, labor disputes, incidents of violence, or other unforeseen disturbances that pose a reasonable threat to individuals and property.

## 7 CUSTOMER SERVICE

- 7.1 **Support:** For any queries or complaints related to the Flexi Parking App or the Services, contact us at [support@lits.com.my](mailto:support@lits.com.my) or 1-700-819-612 for assistance.
- 7.2 **Battery Warranty:** In the event of a battery warranty claim or if the user encounters a battery issue after the service, the user may contact the respective partners directly at [Bateriku.com](http://Bateriku.com), reachable at 011-1600-8080.
- 7.3 **Refund & Warranty:** For refund and warranty inquiries, contact the respective partners directly at [Bateriku.com](http://Bateriku.com), reachable at 011-1600-8080.
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