



Shipping / Fulfilment Policy

PLEASE CAREFULLY READ THE FOLLOWING TERMS AND CONDITIONS BEFORE SIGNING UP FOR THE INTERNET SERVICE. BY INDICATING YOUR ACCEPTANCE OF THE TERMS AND CONDITIONS STATED HEREIN, YOU HEREBY ACKNOWLEDGE AND AGREE TO BE BOUND BY ALL THE FOLLOWING TERMS AND CONDITIONS FOR THE USE OF INTERNET SERVICE DELIVERED BY RATE ONE FIBER BROADBAND. RATE ONE FIBER BROADBAND RESERVES THE RIGHT TO UPDATE OR REVISE THESE TERMS AND CONDITIONS AT ANY TIME. NOTICE OF REVISIONS AND/OR MODIFICATIONS MAY OR MAY NOT BE GIVEN BY RATE ONE FIBER BROADBAND IN ANY MANNER DEEMED FIT AND APPROPRIATE. YOUR CONTINUED USE OF THE SERVICES AFTER ANY REVISION AND/OR MODIFICATION TO THE TERMS AND CONDITIONS CONSTITUTES ACCEPTANCE OF THE CHANGES OR REVISIONS TO THESE TERMS AND CONDITIONS. YOU ARE REQUIRED TO REGULARLY VISIT THE PUBLISHED WEBSITE FOR THE LATEST PROMOTIONS, ANNOUNCEMENTS, AND TERMS AND CONDITIONS.

In order to provide our customers with the most accurate and up-to-date information regarding our return and refund policy, we have published all relevant details in the Terms and Conditions page on our website. We encourage customers to refer to this page for a comprehensive understanding of the process. By reviewing the clauses and additional information provided, customers will be better equipped to navigate the return and refund procedures with confidence. We value transparency and aim to provide clear guidelines to ensure a seamless experience for our valued customers.

9. Termination of service

iii. In the event that the Customer terminates their service with Rate One Fiber Broadband, and requests for the collection of equipment or devices belonging to Rate One Fiber Broadband, including but not limited to the fiber modem, WiFi router, power adaptor, network cable, or any other equipment or device(s), a fee of RM50 will be charged for this service. Rate One Fiber Broadband will not be held liable nor responsible for any reschedule or customer no-show for device collection appointments fixed by the Rate One Fiber Broadband team and agreed upon by the customer. In the event of a reschedule or no-show, a RM50 reschedule or re-appointment fee will be imposed, in addition to the device collection charges. It is the customer's responsibility to ensure their availability for the scheduled appointment to avoid any reschedule or no-show fees. Customers should be aware of the fees associated with device collection as outlined in the terms and conditions and plan accordingly to avoid any additional charges.

vi. After termination of service is approved, regardless of any reason given, if the customer fails to return RATE ONE FIBER BROADBAND's the relevant devices including but not limited to the fiber modem, WiFi router, power adaptor, network cable or any other equipment or device(s) within seven (7) working days, all device previously provided by RATE ONE FIBER BROADBAND by way of license to the customer shall be deemed to be sold to the customer at the sale price of Ringgit Malaysia Five Hundred (RM500.00) only. RATE ONE FIBER BROADBAND shall be entitled to payment of interest from the customer at the rate of three per centum (3%) per annum on the aforesaid sum calculated on the daily basis commencing from the eighth (8th) working day until the full payment is made by the customer.

Customer requests to return the equipment or device(s) by way of courier, the Customer shall be responsible for returning the equipment or device(s) to Rate One Fiber Broadband's designated device collection center within seven (7) working days from the last date of internet service. The Customer is encouraged to purchase postage insurance for the package and provide the parcel tracking number to Rate One Fiber Broadband at their own costs and expense. It is the Customer's responsibility to ensure that the equipment or device(s) are returned in a timely manner and in good condition to the designated collection center. Any costs or expenses incurred in returning the equipment or device(s), including postage, insurance, and tracking, shall be borne by the Customer. Rate One Fiber Broadband is not responsible for any loss, damage, or delay in the return of the equipment or device(s) by courier, and it is recommended that the Customer take appropriate measures to ensure the safe and timely return of the equipment or device(s).

RATE ONE FIBER BROADBAND shall not be liable for any loss or damage that occurs during the return of the equipment or device(s) to its device collection center. The Customer shall bear all the necessary costs associated with the return, including but not limited to courier fees, packaging materials, and insurance.

Device Insurance

To ensure the safety of your device during the return process, we strongly advise customers to consider purchasing device insurance when posting their device back to our device collection center. This additional measure will provide coverage in the unfortunate event that the device goes missing or is damaged in transit. In such cases, customers will have the option to file a claim with the courier company to recover any losses incurred. By opting for device insurance, you can have peace of mind knowing that your device is protected throughout its journey back to us.

Deposit Refund

For non-Malaysian residents, a RM300 deposit is required to approve the application for Rate One broadband. We kindly request your understanding that this deposit cannot be used to offset the monthly internet fee. Its sole purpose is to serve as a security measure. The deposit will be refunded to you once your customer account is free of any outstanding charges and the termination process has been completed.

To initiate the refund process, it is important to note that the deposit will only be refunded to the same person who made the payment to Rate One broadband. We strictly adhere to this policy and do not allow representatives or authorized individuals to receive the deposit refund on behalf of the customer. This ensures transparency and accuracy in the refund procedure.

Please ensure that the device is returned to us in good and working condition, as it plays a crucial role in determining the refund eligibility. Once we have received the device and confirmed its condition, we will initiate the refund process.

We value your cooperation and understanding regarding these policies. Should you have any further questions or require assistance with the refund process, please do not hesitate to contact our customer support team. We are here to assist you throughout the termination and refund process.