

# PEACE OF MIND WITH redSWAP

Swap your device for ANY REASON, ANYTIME!



## Plan Details

Device Recommended Retail Price	Fee	Service Request Fee	Tenure
RM1 to RM1000	<del>RM62</del> <b>RM49</b>	RM100	Yearly
RM1001 to RM1500	<del>RM122</del> <b>RM99</b>	RM200	Yearly
RM1500 to RM3000	<del>RM222</del> <b>RM199</b>	RM450	Yearly
RM3001 to RM4500	<del>RM240</del> <b>RM229</b>	RM600	Yearly
RM4501 to RM6000	<del>RM290</del> <b>RM269</b>	RM700	Yearly
RM6001 and above	<del>RM360</del> <b>RM339</b>	RM1,000	Yearly

Change your device  
for **ANY** or **NO REASON**



**Door-To-Door**  
Pick-up and delivery

*\*Terms and conditions apply*

## Service Request Process





# Terms and conditions

## redSWAP Product Terms and Conditions

- **redSWAP** is a device swap plan offered as a value-added service exclusively for customers who purchase selected smartphone devices from **redMALL**. It allows customers to exchange their device for any reason.
- **redSWAP** subscribers are allowed up to 2 service requests (device exchange) within a rolling 12-month period.
- **redSWAP** is only available for selected smartphone devices listed on **redMALL** and must be purchased together with the device through the **redMALL** platform.
- **redSWAP** is a one-time, yearly subscription program that begins on the date your application is approved.
- There are two types of fees:
  - **Subscription Fee:** A one-time fee that is paid during registration. This fee grants you access to the benefits and services included in your plan and is required to activate your subscription. No recurring charges will apply unless otherwise stated.
  - **Promotional Pricing:** All prices shown are promotional and **valid until 31<sup>st</sup> December 2025**. Prices may be subject to change after this date without prior notice.
  - **Service Request Fee:** This fee is payable once your device exchange request has been approved. It covers the administrative and handling costs associated with processing your exchange. Payment confirms your acceptance and allows us to proceed with the replacement.

## Exchange Timeline After Request Acceptance (Call 1300 13 0111 for 1 to 1 swap)

Location	Service Request Received	Delivery Time
Klang Valley	9am – 2pm 2pm – 6pm	Within 6 hours Next day delivery
Major Cities	9am – 2pm 2pm – 6pm	Next day delivery Within 48 hours
Other Areas	9am – 6pm	Within 48 hours

## Other Terms:

- Before exchanging the device, you will need to back up your data and remove your SIM(s) before the exchange.
- Before accepting the exchanged device, you should inspect the device before signing the delivery note.
- There is no restriction for your service request as long it does not exceed 2 service requests within the 12 months rolling period and the device IMEI must match the registered device.
- The exchanged device may be a new or refurbished device of the same model and specifications. In the event of non-availability, a different make, model, colour may be given.
- There will be a 6-month warranty from the day you received the exchanged device.
- A service request can be denied if the IMEI number does not match the registered device's IMEI number, or if you have transferred, retailed, sold or hired your registered device to someone else.
- There will be **no recurring charges after the 12-month period**.

*All terms and conditions set above is subject to the terms set out in the "Device Protection Terms and Conditions".*