

Terms & Conditions

Welcome to Ruck-Fi by Power Link Transmission Sdn Bhd. By accessing or using our services, including the purchase and installation of our Wi-Fi solutions, you agree to be bound by the following Terms and Conditions.

1. Services Offered

We provide WiFi system consultation, installation, configuration, and support services for residential, commercial, and educational premises.

2. Payment Terms

Full payment or a deposit must be made prior to installation unless otherwise agreed. Payment methods include bank transfer, FPX, Instalment Payment Plan (IPP), Buy Now Pay Later (BNPL) or e-wallet (TNG, Boost, etc.).

3. Warranty

Hardware devices provided carry a warranty according to manufacturer's terms. We offer 90-day on-site workmanship warranty for installation and configuration.

4. Limitation of Liability

We are not liable for:

- Any downtime caused by ISP (e.g. TM/Unifi).
- Interference due to third-party devices or power failures.
- User's misuse or tampering of installed equipment.

5. Modification of Terms

We reserve the right to update these terms without prior notice. Continued use of our services constitutes acceptance of the new terms.

Cancellation & Refund Policy

1. Cancellation

- No cancellation fee is applied.

2. Refunds (Within 7 days after purchased)

Refunds are processed only under the following circumstances:

- Proven hardware defect (manufacturer's fault).
- Service not delivered as promised due to our fault.

Refunds will be made within 7–14 business days via the original payment method.

3. No Refunds

We do not offer refunds for:

- Change of mind 7 days after installation.
 - Performance issues caused by ISP or unrelated third-party devices.
 - Certain services rendered i.e: Cabling, and other services which are prior agreed upon.
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Shipping Policy

1. Delivery Coverage

We currently provide on-site installation services in Selangor. Delivery of devices (if ordered separately) is available throughout Malaysia.

2. Delivery Charges

- Depending on your location, quantity and weight of packaging.

3. Delivery Timeframe

- Estimated 3–5 working days via courier.

4. Delays

We are not responsible for delays caused by couriers, weather, or force majeure events.

Privacy Policy

We respect your privacy and are committed to protecting your personal data. This policy outlines how we collect, use, and safeguard your information.

1. Information We Collect

- Name, contact number, email, and address.
- Details about your home/network environment.
- Payment and billing information.

2. How We Use It

- To provide our services and customer support.
- To schedule and manage installations.
- For internal analytics to improve our services.

3. Data Sharing

We do not sell your data. We may share your data with:

- Technicians or partners solely for service fulfillment.
- Legal authorities if required by law.

4. Data Storage

Data is stored securely using industry-standard measures. We retain your data only as long as necessary for service and legal obligations.

5. Your Rights

You have the right to request:

- Access to your data.
- Correction of inaccurate information.
- Deletion, where legally permissible.

For questions, contact us at ruckusathome@gmail.com.