

Summary Terms and Conditions

These terms and conditions are a summary only. Please refer to www.thunderstonektv.com for the full specific Terms and Condition for Thunderstone Technology (S) Pte Ltd Services and products.

Payments

- 1.1 All payments are due upon receipt. If a payment is not received or payment method is declined, the buyer forfeits the ownership of any items purchased. If no payment is received, buyer shall compensate additional delivery charges incurred to remove and setback of items.
- 1.2 Prompt payment shall be the essence to ensure accurate time line to commence work. Failure which, company shall release the scheduled commencement day of installation or delivery to the next available date after receipt of payment.
- 1.3 If any amount of an invoice is disputed then the Client shall inform the Company of the grounds for such dispute within seven days of delivery of the goods and shall pay to the Company the value of the invoice less the disputed amount in accordance with these payment terms. Once settlement of the dispute has been agreed, any sum then outstanding shall also be payable in accordance with these payment terms.
- 1.4 The Company reserves the right to increase a quoted fee in the event that the client requests a variation to the work agreed.
- 1.5 All payments to be crossed to Thunderstone Technology (S) Pte Ltd"
- 1.6 Under normal payment schedule of all contracts,
50% Deposit
40% upon work commencement
10% last payment

If Payment is not received within due date Thunderstone reserves the rights to charge 5% interest per month on all overdue account.
- 1.7 60% Deposit and 40% last payment is applicable for all overseas exports. Our terms are all ex-factory. Unless stated otherwise.

Warranty

- 2.1 All items purchased comes with 1 standard year Warranty. Please provide the invoice or receipt as proof of purchase. Failure which, company has the rights to refuse acknowledging any warranty within.
- 2.2 Warranty shall commence on the day of delivery and end off within 1 year
- 2.3 Warranty does not cover transport cost and delivery cost. Client are advice on transport charges at \$50 per trip
- 2.4 The Company warrants that it has the right to provide the Goods but otherwise the Goods are provided on an "as-is" basis without warranty of any kind, express or implied, oral or written including, without limitation, the implied conditions of merchantable quality, fitness for purpose and description, all of which are specifically and unreservedly excluded. In particular, but without limitation, no warranty is given that the Goods are suitable for the purposes intended by the Client.
- 2.5 The Company warrants that the Goods will be supplied using reasonable care and skill. The Company does not warrant that the Goods supplied are error-free, accurate or complete.

Return and refund policy

- 3.1 Items are entitled to be refunded or returned based on complaint. If an item is damaged during shipping, a replacement item will be sent free of charge. If an item is unsatisfactory, a written explanation is needed before the item may be considered for a refund. Buyer must take into account the description of the item before requesting a refund. If the item matches the description by the seller and the buyer is unsatisfied, seller is not responsible for refund. Exchanges are granted on a case-by- case basis.

Cancellation

- 4.1 An item may be canceled up until payment has been processed. Once payment has been processed, the buyer is responsible for payment.

Complaints

- 5.1 Any complaints about items or sellers may be sent to our support team: thunderstone.ktv@gmail.com or 81011688. There is no guarantee of a resolution. Each case will be looked at individually, and the seller will be in contact as well.

Legalities

- 6.1 The seller is not responsible for any health or safety concerns once the buyer has received the item. If any harm is incurred from the items purchased by the buyer, the seller shares no responsibility.
- 6.2 The Company shall not be liable for any claim arising out of the performance, non-performance, delay in delivery of or defect in the Goods nor for any special, indirect, economic or consequential loss or damage howsoever arising or howsoever caused (including loss of profit or loss of revenue) whether from negligence or otherwise in connection with the supply, functioning or use of the Goods. Any liability of the Company shall in any event be limited to the license fees paid by the Client in the year in which the event of default arises.
- 6.3 Nothing herein shall limit either party's liability for death or personal injury arising from the proven negligence by itself or its employees or agents.
- 6.4 The Client shall fully indemnify the Company against any liability to third parties arising out of the Client's use of the Goods.
- 6.5 The Company will not be liable to the Client for any loss or damage suffered by the Client as a direct result of the Company, its sub-contractors or the list-owner from whom the sample or other service or material is derived being unable to perform the Contract in the way agreed by reason of cause beyond its control including Act of God, accident, war, riot, lockout, strike, flood, fire, power failure, breakdown of plant or machinery, delay in transit, postal delay, or any other unexpected or exceptional cause or circumstance

Online Services

- 7.1 The Online K Bubbles Cloud series is intended to operate on the internet online platform. Accordingly, Thunderstone Technology (S) Pte Ltd shall not in any way whatsoever be liable or responsible for any failure, delay, default, act of omission by any Internet service provider that prevent or delay or otherwise impact or affect the provision of the Service, howsoever arising.
- 7.2 You agree that any and all terms and conditions and/or any changes, fees or cost in relation to the Service maybe subjected to change at Thunderstone's desecration(whether or not as a result of a change in inter-operator contracts, dealings or arrangements) and you shall indemnify Thunderstone and other relevant entities against losses and damages arising out of your use of Service, including any claim by Third Party against Thunderstone and other relevant entities caused by your acts or omission.
- 7.3 For the avoidance of doubt, please inform us in any change of Service Address. You will be charged, and you agree to pay, a recurring subscription fee for the Service at the respective published rates, which may be subject to change from time to time by us upon notice to you
- 7.4 The subscription fee will be paid in yearly block, unless otherwise expressly agreed by us in writing. In the event that you are not satisfied with the Service or this Agreement, you may and your sole and exclusive remedy is to, discontinue your use of the Service and terminate our provision of the Service by calling our Customer Service Hotline at 81021688 or by faxing +65 67026578 or writing to us at thunderstonektv.sa@gmail.com, and giving us 1 week of prior notice. However, if (a) you terminate the Service within the first six (6) months from the date of commencement of the Service ("Initial Period") or (b) we terminate this Agreement or suspend the Service during the Initial Period due to your breach of this Agreement, you must pay the subscription fees on a pro-rated basis for the remaining months of the Initial period based on our published non-promotional rates. You may not temporarily suspend or temporarily disconnect the Service prior to expiry of the Initial Period.
- 7.5 We shall have the right to, at any time, change or otherwise modify any aspect or feature of the Service. We shall have the right to, at any time, amend any rules, rates, fees, Charges, and/or terms and conditions in respect of the Service, by publishing such amendments.

Charges

Description of Service (if applicable)	Charges (Non inclusive of 7% GST)
Installation Charges for K Bubbles commercial outlet	\$250 / room / unit
Installation Charges for K Bubbles residential	Free on first time
Relocation Charges for K Bubbles	\$250.00
Relocation Charges for Audio and Video Systems with Thunderstone Systems Residential	\$350.00
Installation of Power Over Ethernet services inclusive of devices and transport	\$185.00
Wiring services for mounting of speakers with our brackets provided at a maximum length of 20m per speaker point to point (non inclusive of wall hacking and concealment and touching up (Painting and putty) of walls and ceilings	\$250.00
Ethernet Cat5E wiring services up to 50m point to point ,	\$250.00 there after @ \$15/m
Delivery Charge with schedule , Residential and Commercial	\$50.00/Per trip
Transportation System troubleshooting	\$80.00/Per trip
System Troubleshooting Rate per hour 1 pax	\$45
Emergency Transport, non-inclusive of troubleshooting and serviceable parts or rental of hardware. Arrival with 2 hrs	\$180.00
Rental of hardware for usage during period of hardware service non inclusive of transportation Thunderstone Setup Box (You might be assign any model that we carry on hand for the fastest service restoration) 1. Integrated Amplifiers at 300W x 2 Channel max, subjected to availability 2. Karaoke Processors 3. Power Amplifiers @ 250W x 2 Channel max 4. Karaoke Speakers @ 450W each 5. Wireless microphone with 2 microphones non inclusive of batteries 6. Speaker stand and Speaker Cables at 14AWG 10m ea	1. \$100/day 2. \$80/day 3. \$80/day 4. \$80/day 5. \$50/day 6. \$30/day

I hereby agree to be bounded by all terms and conditions set by Thunderstone Technology (S) Pte Ltd

