

# Terms & Conditions

---

You are agreeing to comply with and to be bound by the terms and conditions contained herein.

1. MySoftCare only applies to ONE (1) serial number.
2. MySoftCare is valid for twelve (12) months, from the date of the membership renewal confirmation.
3. Members shall receive free MySoft Support Plan on their first-year subscription of MySoftCare.
4. For members under dealer, any software support and consultation shall be referred to respective dealers at their own convenience.
5. Membership is renewed annually and payment shall be made before the membership expires.
6. Membership that has not been renewed will automatically lapse on its expiration date.
7. The Company reserves the right to suspend and/or cease a membership if any outstanding amount is found.
8. A written quotation containing the cost and terms will be issued to members that wish to continue their membership after a lapse period.
9. Contact details for the registered company and person in charge, such as name, address, contact number, email and etc., must be provided and submitted to the Company for future reference.
10. Members must notify the Company of any changes or updates in their contact details. Failure to provide up-to-date details may result in the members' inability to access MySoftCare services.
11. Members shall provide their software serial number and company details while engaging with MySoft experts.
12. For members, certain MySoftCare services are free of charge, while other MySoftCare services require payment before they can be accessed.
13. For non-members, a service fee shall be charged for each software support and/or consultation case.
14. Only latest versions of the software are maintained and updated. Hence, the Company is not responsible for any loss or damage that members may incur while using the old software versions.
15. Only accounting software related problems and consultation will be entertained. The Company reserves the right to not support any and all accounting related issues, including, but not limited to booking-keeping, SST related enquiry, and issues due to human errors.
16. The Company is not responsible for any penalties due to non-compliance with the SST Act and Regulation, i.e., for using older versions of the software which either contain outdated SST ruling or no SST at all.
17. The Company reserves the right to change or discontinue any aspect or service offered in MySoftCare at any time.
18. The Company reserves the right to alter and/or amend the terms and conditions without prior notice.