

TERMS AND CONDITIONS Rev: April 2017

By ordering our 3D imaging services, you agree to the following terms and conditions:

PAYMENT

- 1) Novo Reperio Sdn Bhd will bill your upfront for the requested 3D|VR services unless arrangements have been made prior.
- 2) Invoice will be emailed to the contact information we have on file following the service and for your files.
- 3) Our service fees are subject to change without notice. Prices are clearly marked at the time of booking.
- 4) Refunds will not be given under any circumstances following our fulfillment of services. We will, however, take steps to address any issues you have.
- 5) Additional fees may be incurred for your 3D|VR scan or virtual tour. Fees can include agents/owners no-show or for travelling outside our normal area. Be sure to ask us for more information.
- 6) In the event a rescan is requested, the full service fee will be charged.

STORAGE OF DATA

3D|VR tours and images are hosted by Matterport™, or a 3rd party web server of their choosing (known as “The Cloud”).

Novo Reperio Sdn Bhd makes all reasonable efforts to ensure the quality and accuracy of materials on the cloud, however, to the extent permitted by law, Novo Reperio Sdn Bhd accepts no liability for any loss or damage resulting directly or indirectly from the use of material. Novo Reperio Sdn Bhd is not responsible for the content of external Internet sites. By making use of material on this web server, you accept these copyright and disclaimer provisions.

Tours will remain online for the life of the listing following completion of service. – or at the agreed period of time, whichever comes first. There is an annual fees applicable if you wish to keep 3D|VR Tour for another year.

AVAILABILITY

We strive to ensure a quick turnaround. Therefore, links to your 3D|VR tour will be provided within 24 to 48 hours following completion of service.

All tours are hosted by Matterport, or a 3rd party web server of their choosing (known as “The Cloud”). Novo Reperio Sdn Bhd accepts no responsibility for downtime of these tours due to technical issues or otherwise.

COPYRIGHT

All material on the cloud is a copyright of Novo Reperio Sdn Bhd and Matterport unless otherwise acknowledged. Duplication or sale of all or any part of it is not permitted. Permission for any other use must be obtained from Novo Reperio Sdn Bhd. Access to information on the cloud is provided exclusively for the benefit of our clients, and their clients. It may not be accessed by, or offered whether for sale or otherwise to any third party.

CLIENT RESPONSIBILITY

Clients of this service are responsible for the following when the property is scanned:

- -Making sure the property is made available with access to all areas to be scanned.
- -Making sure property is ready and clean.
- -If the property is not ready to be scanned, you may choose to cancel the service 24 hours prior to appointment. -Failure to show for appointment will result in a no-show charge of 70% of the service fee.
- -Novo Reperio Sdn Bhd accepts no responsibility for the property not being scan-ready. In the event the property needs to be rescanned, the full charge for this service will apply.

These terms and conditions are subject to change without notice.