

Refund Policy

We do not issue refund for any payment once the payment is confirmed. However, we can issue a refund if there is a technical problem and we can't help you to resolve the matter, or if there was a wrong billing.

There is no obligation to provide a refund or credit in the following situations:

- You change your mind about a payment
- You make a payment by mistake
- You make a payment for services or products that you are unable to utilise

Pricing Structure

Setup Fee	One-time
Monthly Subscription Fee	Recurring

Our pricing structure comprises a one-off set-up fee of RM1, 500 (including hardware*) when we first deploy our Realink system and thereafter, a monthly subscription fee of RM350 for up to 2 guard houses (based on our current pricing**) and payment is to be made every 3-month in advance.

*Price for 1 set of hardware which includes a tablet, a holder, and a handset.

**Prices and specifications are subject to change without prior notice and obligation.