



REDIGITIZE SERVICE AGREEMENT

TERMS OF SERVICE

This Service Agreement ("**Agreement**") is entered into between Reale Enterprise ("**REALE, we, us, or our** ") and the client ("**Client**") for the provision of the Redigitize service ("**Service**"). By availing of the Service, Client agrees to be bound by the terms and conditions set forth herein.

1. SCOPE OF SERVICE

- 1.1. The Service provided by REALE entails converting hand-drawn sketches into visually appealing 2D floor plans.
- 1.2. The 2D floor plan provided by REALE is intended to be similar to the sample shown on the "[Redigitize](#)" page of [reale.com.my](#). By availing of the service, the Client agrees to the format and outcome of the floor plan as depicted in the [sample](#).

2. PRICING AND PAYMENT

- 2.1. The charge for the Service is based on the built-up area of the property:

Built-Up Area	Price (RM)
Within 1,000 sq. ft.	30
1,001 to 2,000 sq. ft.	60
2,001 to 3,000 sq. ft.	90
3,001 to 4,000 sq. ft.	120
Over 4,000 sq. ft.	Get a quote



- 2.2. Payment for the Service shall be made prior to the commencement of the service.
- 2.3. The pricing for the Service is subject to change without prior notice.

3. TURNAROUND TIME

- 3.1. We strive to deliver completed 2D floor plans to the Client within two (2) business days of receiving full payment, provided all necessary information and materials are submitted by the Client at the time of order.
- 3.2. In the event unforeseen circumstances require additional time to complete the project, we will communicate this promptly to the Client before the initial two (2) business day window closes.

4. AMENDMENT

- 4.1. The Client is entitled to request one (1) amendment to the initial floor plan design provided by us.
- 4.2. Any additional amendments requested by the Client beyond the initial amendment shall be subject to an additional fee, to be determined by us.

5. INTELLECTUAL PROPERTY

All intellectual property rights, including but not limited to copyrights, in the completed 2D floor plan shall belong to the Client upon full payment for the Service.

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6. DISCLAIMER

- 6.1. The digitalized floor plan is intended for illustrative purposes only and does not represent the exact measurements, dimensions, or layout of the actual space. It is a digital interpretation of a hand-drawn sketch and may contain inaccuracies or discrepancies from the actual building.
- 6.2. The Client acknowledges that while we endeavour to create accurate and visually appealing floor plans, variations may occur due to factors such as the complexity of the hand-drawn sketch provided and limitations of the digital conversion process.
- 6.3. While we endeavour to achieve accuracy, we cannot guarantee that the converted 2D floor plan will precisely match Client's original sketch or fulfil all specific requirements.
- 6.4. We disclaim liability for any errors or omissions in the converted floor plan resulting from unclear or inaccurate sketches or missing information.
- 6.5. We shall not be held accountable for any damages or losses arising from or in connection with the use of the Service, including but not limited to direct, indirect, incidental, consequential, special, or punitive damages.

7. LIMITATION OF LIABILITY

Our total liability to the Client for all claims arising under this Agreement shall not exceed the total amount paid by the Client for the Service.

8. GOVERNING LAW AND JURISDICTION

This Agreement shall be governed by and construed in accordance with the laws of Malaysia, without giving effect to any principles of conflicts of law. Any dispute arising out of or in connection with this Agreement shall be subject to the exclusive jurisdiction of the courts of Malaysia.



9. INDEMNIFICATION

The Client agrees to indemnify, defend, and hold harmless REALE, its affiliates, and their respective officers, directors, employees, agents, and representatives from and against any and all claims, liabilities, damages, losses, costs, and expenses (including reasonable attorneys' fees) arising out of or in connection with:

- The Client's use of the Service;
- Any violation of this Agreement by the Client;
- Any infringement of the rights of another party by the Client.

10. FORCE MAJEURE

We shall not be liable for any failure or delay in performing our obligations under these Terms of Service to the extent such failure or delay is caused by circumstances beyond our reasonable control, including but not limited to acts of God, natural disasters, war, terrorism, governmental actions, labour disputes, or infrastructure failures.

11. MODIFICATION OF TERMS

We reserve the right to update or modify these Terms of Service from time to time at our discretion. Any changes will be effective upon posting of the revised terms on the Website or through other means of communication provided to users. It is the responsibility of users to review the updated terms periodically. Continued use of the Service after the effective date of the revised terms constitutes acceptance of the modifications.