

# **NEFION COMMUNICATIONS CENTRE TERMS & CONDITIONS**

The General Terms and Conditions (“General Terms”) shall apply exclusively to the transaction agreements concluded between the Customer and Nefion Communications Centre (Us, We, Our). We shall:

- (i) reserve the express right to make the necessary modifications to the General Terms; and
- (ii) oppose any regulations in opposition hereto.

The respective current version of the General Terms can be viewed under the keyword ‘General Terms and Conditions’. During the purchase process, the Customer will have the choice to inspect, print out or store the General Terms. Upon conclusion of the transaction, the Customer shall be deemed to accept the General Terms. For this purchase procedure or any other matters that require verbal collateral agreement, it must be documented on a continuous data carrier, such as an email. All modifications to the General Terms, including this clause, as well as agreements on delivery deadlines and dates, are also subject to our written confirmation.

## **OFFERS, ORDERS AND CONCLUSION OF TRANSACTION**

This promotion presentation is an online catalogue that does not represent a legally binding offer to any party. We shall exercise fair judgment to determine whether an order will be accepted. In the event, the order cannot be fulfilled by us, we will notify the respective Customer immediately via email provided by the Customer. Prior to making a legally binding offer to conclude the transaction, the Customer will have to accept the General Terms. Upon conclusion of the order, the Customer will receive an order confirmation by email to notify the Customer that the order was duly transmitted. The contract of purchase is legally complete once the Customer has received the delivery confirmation and the warranty begins when the user receives the phone.

## **PRICES AND PAYMENTS**

The price of the products is as per listing, however, the applicable final price payable is the total listed price during checkout. Optional discounting does not exist unless otherwise promoted.

**Credit card:** The Customer will be directed to the relevant page to fill the required fields. At the time of the online purchase, we will reserve the final price payable on the Customer's credit card. The credit cards will be actually debited parallel to preparing the delivery confirmation by e-mail. Upon successful payment, the Customer will be redirected back to the portal. Subsequently, the Customer will receive an email confirmation from us.

## **DELIVERIES**

All products will be delivered to the shipping address provided by the Customer registered in our database. In the event of delays or other disadvantages incurred due to incorrect information provided by the Customer, Nefion should not be liable for those costs and liabilities associated with it. The estimated time of arrival of your purchases may be reasonably affected and/or extended by various reasons, such as the weather, natural disasters, and other uncontrollable factors which may render delivery extremely difficult ("Extreme Factor") on which Nefion have no influence. Under such circumstances, Nefion shall notify the Customer immediately via email registered in our database. In the case of a withdrawal by Nefion, We will reimburse the affected payment to the Customer. All items purchased will be delivered in normal quantities via courier services hired/contracted during business hours and working days. If an item cannot be delivered, we shall not be held liable for the performance of the contract. In the case of non-deliverability due to Extreme Factors, the Customer will be notified immediately and any payments in return shall be refunded.

Courier Fee:

Free delivery for West Malaysia

RM 10 charge for East Malaysia

1. Once the goods have been shipped, the customer will receive a shipping confirmation by email, including the tracking number.
2. Any goods damaged during shipment. Please contact our customer service within 24 hours. If the order is overdue, the default item is intact.

3. Orders are shipped on working days only (Monday – Friday, excluding National holidays in Malaysia).
4. For in-stock items, the order will be processed and shipped within 3 – 5 working days after order verification and credit approval.
5. We do not deliver to P.O. Box addresses.
6. Orders will be processed and shipped once credit card authorization is received.
7. International: We do not ship items purchased from this website to any other destinations outside of Malaysia.
8. During the festive period, please allow more time for delivery. We do apologize for the inconvenience caused.
9. If delivery is delayed due to the Customer's undue delay or unreasonable refusal to accept delivery or if the Customer fails or refuses to collect the Products within seven (7) days from the date of the second notification from the courier service company, the Order will be deemed null and void and the Customer shall bear all the relevant cost incurred by Nefion (including but not limited to the delivery cost and administrative charges).
10. Nefion shall use reasonable endeavors to deliver Products of acceptable quality to the delivery address specified by the Customer but Nefion cannot guarantee any firm delivery time and Nefion shall not be liable for any delay in its delivery services, if the delay has been due to causes beyond the control of Nefion.

## **REFUND AND RETURNS**

The customer has seven (7) calendar days to return an item from the date he/she receives our products. To be eligible for a return, we require the following:

- The packaging item must be intact ie. in the original condition as when the item was purchased from Nefion.
- The item needs to have a receipt or proof of purchase.
- Please keep the returned goods intact and do not stick or write directly on the goods. If the customer finds that the goods are damaged during shipping, please contact our customer service within 24 hours. We will notify the Customer of the refund status after receiving and inspecting the returned goods.

In the event of an unforeseen error such as a damaged, faulty or wrong product delivered by Nefion, the cost of any returns made will be borne by Nefion.

### **Return address**

22 Jalan Manis 1, Taman Segar, Cheras, 56000 Kuala Lumpur

### **Questions about a Return?**

Customer Service contact: nefioncentre@gmail.com.

Refund and return policy: If the customer finds that the items has been damaged during shipping, please contact our customer service within 24 hours. We may at our sole discretion accept refunds of the goods in the following conditions:

- wrong item from the ones ordered
- incorrect quantity of items supplied
- the items are out of stock

### **RESERVATION OF TITLE**

All products shall remain as the property of Nefion until the Customer has made full payment.

### **PRODUCT WARRANTY**

The original manufacturer provides a limited warranty on the product. This warranty is valid for one year from the date this transaction is made.

# **REVO CASH BACK TERMS & CONDITIONS**

This Offer is subjected to the Terms & Conditions described below. By applying for this Offer, you agree to these Terms & Conditions:

## **1. Offer Period**

This Offer is valid from **1 July 2021 (00:00:00) to 31 July 2021 (23:59:59)** (both dates inclusive) hereinafter referred to as "Offer Period".

## **2. Eligibility**

Employees of Nefion Communications Centre, and Offerstation Sdn Bhd, its affiliates, subsidiaries, advertising and Campaign agencies, and suppliers, (collectively the "Employees") are not eligible to participate in the contest.

This Offer is open to:

- All REVO members.
- Those who are 18 years of age and above as of the date of joining The Offer.

## **3. Cash Back**

- The Cash Back will be rewarded to you after a successful purchase of the **Samsung A22 5G, realme 8 5G or the vivo Y20s** smartphone during the Offer Period.
  1. Upon successful purchase, REVO will email you a unique promo code to redeem your cash back on the REVO mobile app or website within 14 days.
  2. You must enter this unique promo code in **My Profile > Promo Code** in the REVO mobile app or the REVO website.
  3. Cash back will be immediately credited into your account after you key in the unique promo code provided.

## **4. Privacy and Security**

We use your personal information such as your phone number and transaction information to manage and reward your spending. Your personal information will only be used strictly in accordance with REVO Privacy Policy and Terms of Service.

## **5. Fraud/Gaming/Glitches**

REVO and Nefion Communications Centre reserves the right to suspend or cancel the offer if any fraud or gaming by users, technical failure or any other factors outside our control impairs the integrity or proper functioning of the offer.

We will do our best to give you reasonable notice of any such incident and take reasonable steps to ensure you are not unfairly impacted.

REVO together with Nefion Communications Centre reserves the right, at their sole discretion, to disqualify any individual suspected of fraud, gaming the offer or any breach of the Offer Terms.

## **6. Changes**

This Offer is provided by Nefion Communications Centre and REVO. REVO together with Nefion Communications Centre reserves the right to vary any eligibility criteria or Offer Terms & Conditions without prior notice.