

Fastentix Refunds and Return Policy

(Subject to the Refunds & Return Policy shall be read with Fastentix Terms of Service and FastFASTSELLER Term of Service)

FASTENTIX shall use our best endeavors to ensure that our customers are completely satisfied with their purchases and correctly fulfilled. In the event of any discrepancy of the products delivered and the customer wishes for return and refund, please notify us by completing and submitting the online form which requires an Order number, photo of damaged item as proof of damage and the reason for refunds exchanges posted through FASTENTIX Apps within three (3) days upon receiving the products. We will contact the customer within three (3) days after receipt of the completed form online to direct the customer of the procedures in respect of the return of products and refund. To exchange an item, please let us know the item you like to have in exchange. The customer is advised to wait for our instruction for the next course of action. In the event the customer does not receive any reply from us after the aforesaid period, please contact us either by email at support@fastentix.com or through Customer Service hotline at 0125479447 from Monday to Friday (0830 - 1730) for enquiries.

SECTION A: REFUND UPON CANCELLATION

Refund to the FastSELLER can only be made based on the table below:

	Mechanism	Classification	Action
1	Cancellation by FastBUYER	<p>For all products, there is a 2% cancellation fee. The cancellation fee shall be deducted from the refund amount to pay processing bank fee.</p> <p>a) Before Delivery of Product A FastBUYER may cancel their purchases without notify their FastSELLER at any time before the Product status on the Fastentix Apps is stated as "To Pay".</p> <p>(b) During Arrangement for Delivery Upon an arrangement for Product Delivery, where the status on the Fastentix Apps is described as "To Ship", any cancellation will require the FastSELLER's approval, subject always to the terms of the FastSELLER Term of Service.</p> <p>(c) After Delivery of Product Once a product has been shipped out, the status for the order on the Fastentix Apps shall be changed to "To Receive", at this point the order can no longer be cancelled and any cancellation will need to be made via the return process as set out in the next section of this Policy.</p>	<p><u>Care of Products</u></p> <p>Where a FastBUYER is not within time to effect cancellation of an order for a Product during the periods set out in Section A.1(a) and Section A.1(b), and the Product is subsequently delivered, the FastBUYER must not use the Product and shall take all such care so as to ensure that no damage occurs to the Product. In the event of any damage caused to the Product, the FastBUYER will need to bear the costs for any consumption of, wear and tear or damage caused to the Product.</p>
2	Cancellation by FastSELLER	<p>A FastSELLER may cancel an order where there is inadequate stock to fulfill such an order, where there will be unreasonable delay in sourcing of the Products or where the Product has been wrongly advertised or priced. In such instance, the FastBUYER:</p> <p>a) will be notified of the cancellation via the Fastentix Apps and email</p> <p>b) shall be entitled to a full refund of the purchase price paid including shipping fees where applicable</p>	<p>FastSELLERS are advised to read this Policy together with the FastSELLER Term of Service with regard to the grounds when a FastSELLER may reasonably cancel an order.</p> <p>Repeated cancellations or unable to comply for SDD without proper cause or justification, the Company may impose such red flag penalties to selected FastSELLER as provided in under the FastSELLER Term of Service.</p>

3	Cancellation by Fastentix	<p>The Company reserves the right to cancel any order or transaction where the Company deems it necessary to:</p> <ul style="list-style-type: none"> a) ensure compliance with the law; b) protect the interests of the Company, FastSELLER, FastBUYER and/or any relevant third party; and/or c) such other reasons as the Company deems appropriate. <p>The Company may commence refund procedures without any request made by the FastBUYER, and both the FastBUYER and FastSELLER shall be notified of the cancellation in writing.</p>	
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SECTION B: ELIGIBILITY FOR RETURN, REFUND & EXCHANGE

	Requirements	Classification	Applicable condition
1	Eligibility for refund or exchange	<p>A FastBUYER shall be entitled to a refund or exchange for a <u>Defective or Non-Conformity Product</u></p> <p>a) Product is defective</p> <p>A Product is proving as defective if it:</p> <ul style="list-style-type: none"> i. is unfit for its intended use; ii. not fit to be consumed; iii. has a defective design; iv. has been defectively assembled or manufactured; and/or v. is dangerous or harmful for normal use. <p>b) Product does not comply with description/criteria</p> <p>A refund or exchange is allowed if the delivered Product:</p> <ul style="list-style-type: none"> i. is a different or the wrong product; ii. has different specifications from that advertised or ordered, such as different function, wrong colour or size; iii. has missing parts; and/or iv. is missing items promised (such as free gifts). 	<p>A FastSELLER may reject any request for returns or exchanges in any of the following cases:</p> <ul style="list-style-type: none"> a) the Product delivered is damaged due to a cause attributable to the FastBUYER; b) the value of the Product has been significantly reduced due to the use or partial consumption thereof by the FastBUYER; c) the value of the Product has been significantly reduced to the extent that such Product is not in a fit condition to be resold; d) the packaging of a Product is damaged; e) There are other reasonable grounds on which the FastBUYER may not be entitled to request for refund or exchange, as may be decided by the Company.

2	Non-Returnable/ Non-Exchangeable Products	<p>No request by a FastBUYER for refund or exchange of a Product in the following categories:</p> <ol style="list-style-type: none"> i. Headphones or earphones; ii. Lingerie, underwear or other intimate apparel; iii. Swimsuits; iv. Beauty products and cosmetics; v. Fragrances; vi. Customized products; vii. Electronic vouchers (if any) for goods and services (vouchers downloadable immediately upon payment of purchase price); viii. Compact discs (CD) and Digital Video Discs (DVD); ix. Pharmaceutical products; and x. Perishable foods. 	<p>Please note the following exceptions:</p> <p>a) Only for returnable items, returns are only applicable for returnable items, if only if the product is in its original packaging with tags, unopened and unused.</p>
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SECTION C: PROCESS FOR RETURNS, REFUNDS AND EXCHANGES

	Mechanism	Flow Outline	Action
1	Standard Process	<p>Unless otherwise specifically provided under this Policy or the FastSELLER Term of Service, the process for refund or exchange of Products shall be as follows:</p> <ol style="list-style-type: none"> a) the FastBUYER submits request for refund or exchange of Product (Return or Refund) through FASTENTIX Apps b) the FastSELLER will receive notification from FastBUYER support c) the FastSELLER must either approve or reject the Request within three (3) Business Days from date of notification; d) the FastBUYER returns the Product to the FastSELLER; e) the FastSELLER shall assess and review the Product returned; f) based on the condition of the Product returned, the FastSELLER shall either approve or reject the refund or exchange of the Product; and g) where refund or exchange is approved, the FastSELLER must deliver the new Product or refund the purchase price to the FastBUYER. 	
2	Submission of Request	<ol style="list-style-type: none"> a) At first occurrence, FastBUYER shall submit their request for return and refund directly via Fastentix Apps. b) The FastBUYER is compulsory to submit all evidence to support the request through the channel above. The evidence shall include such information as pictorial proof (packaging/item damages, photo of all items received), video if any of the damaged/broken item purchased or incomplete order and such other information that will be necessary for the processing of such request. c) The processing of the request may be delayed in the event the FastBUYER does not wish to provide any evidence, or 	<p>The FastSELLER and/or the Company shall have no legal obligation to entertain any Request if the FastBUYER is unable or refuses to provide evidence to support the request.</p>

		where the FastBUYER provides insufficient evidence to support the Request.													
3	Time Restriction for Request Submission	<p>A FastBUYER must submit the request within the time limits set out as followed:</p> <table border="1"> <thead> <tr> <th>Status and Type of Product</th> <th>Time Interval Applicable</th> </tr> </thead> <tbody> <tr> <td colspan="2">a) Product Successfully Delivered</td> </tr> <tr> <td>i) for products under that fall under sale promotion and other special promotions as may be declared by the Company</td> <td>within three (3) Business Days from the Shipping Complete Date</td> </tr> <tr> <td>ii) all other Products</td> <td>within three (3) Business Days from the Shipping Complete Date</td> </tr> <tr> <td colspan="2">b) Product Not Delivered</td> </tr> <tr> <td></td> <td>within seven (7) Business Days from the Payment Complete Date</td> </tr> </tbody> </table> <p>For the purpose of this Section C.3. and this Policy:</p> <ol style="list-style-type: none"> "Payment Accepted Date" shall refer to the date payment was made for the Product; "Shipment Received Date" shall refer to the date of completion of the sale and purchase transaction of a Product as recorded and stated on the Fastentix Apps. 	Status and Type of Product	Time Interval Applicable	a) Product Successfully Delivered		i) for products under that fall under sale promotion and other special promotions as may be declared by the Company	within three (3) Business Days from the Shipping Complete Date	ii) all other Products	within three (3) Business Days from the Shipping Complete Date	b) Product Not Delivered			within seven (7) Business Days from the Payment Complete Date	The FastSELLER and/or the Company shall have no legal obligation to entertain any Request where the Request is submitted beyond the time periods stated in Section C.3.
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a) Product Successfully Delivered															
i) for products under that fall under sale promotion and other special promotions as may be declared by the Company	within three (3) Business Days from the Shipping Complete Date														
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	within seven (7) Business Days from the Payment Complete Date														
4	Request of Approval or Rejection by FastSELLER	<ol style="list-style-type: none"> Upon notification of the request, the FastSELLER shall respond within three (3) business days from the date of receipt of same either: <ol style="list-style-type: none"> accept the Request; or reject the Request; If the FastSELLER declines the Request, the FastSELLER must provide the Company with all required documents or evidence supporting such rejection. Any rejection by the FastSELLER shall nonetheless be subject to the FastSELLER Term of Service, and the Company may override the FastSELLER's decision if it deems that the FastSELLER's rejection is unreasonable. 													

<p>5</p>	<p>Category of refund Request by FastBUYER to FastSELLER</p>	<p>Upon confirmation of request acceptance for refund or exchange pursuant to Section C.4 above, the involved parties shall, within three (3) business days, arrange for the return of the product delivered using both SDD and courier service provider as follows:</p> <p>a) <u>Non-Receive Product Claim</u></p> <p>A non-receive claim is issued against the FastSeller when FastBuyer did not receive the item. In such cases, FastBuyer shall need to provide any conversation proof or any screen capture of purchased detail while they raise this case.</p> <p>On the other hand, FastSeller is advised to provide proof as per below to allow Fastentix to check with the courier service provider on the current tracking status:</p> <ul style="list-style-type: none"> ● Formal shipping proof (i.e. delivery receipt and tracking number if any). ● Photo of the parcel package / information, including information of delivery company, tracking number, FastSeller's and FastBuyer's name, contact number and shipping address. ● Chat history or any other evidence showing prior negotiation. <p>b) <u>Product Defective or Not Conformity with Specifications</u></p> <p>FastBUYER shall provide required evidence that is need to support the claims:</p> <ul style="list-style-type: none"> ● Pictorial proof (Packaging box damages, physical item damages, consignment note of item received, picture of all item received in the parcel) ● Video proof (Malfunction item) ● Chat history or any other evidence showing prior negotiation with the FastSeller ● FastSeller agrees with the return request but did not receive the product(s) <p>The FastSELLER requires to arrange for pick-up of the Product from the FastBUYER at FastSELLER's own cost and expense (unless FastSELLER waives the requirement for the Product to be returned for the FastBUYER to claim for refund or exchange).</p> <p>c) <u>Unsuccessful Return to FastSELLER</u></p> <p>If a delivery of the returned Product to the FastSELLER is failed due to reasons that include but is not limited to incomplete/incorrect address or loss of contact with the FastSELLER, Fastentix may:</p> <ol style="list-style-type: none"> i. upon request by the FastBUYER, pick up the returned Product from the FastBUYER within five (5) Business Days of the FastBUYER's request; or ii. request the FastBUYER to send the returned Product to the FastSELLER's warehouse. <p>Where the FastSELLER remains uncontactable within Fourteen (14) Business Days of the Product pick-up or return to the warehouse, the Company shall be entitled to</p>	<p>The FastSELLER and/or the Company shall have no legal obligation to entertain any Request where the FastBUYER fails to return the Product.</p> <p>Where attempts to reach the FastBUYER regarding the return of the Product remain unsuccessful more than fourteen (14) days from the date on which the FastBUYER submitted the Request, the FastBUYER shall be deemed to have withdrawn its request and the Company may take all such necessary action, including releasing any deferred Settlement Amount to the System</p>
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		<p>permanently dispose of the Product with all costs for pick-up and disposal to be borne by the FastSELLER.</p>	
6	<p>Review of Returned Product</p>	<p>a) FastSELLER Review and Assessment</p> <p>Upon receipt of the returned Product from the FastBUYER, the FastSELLER shall review and check the same to assess whether it is in an acceptable and saleable condition for refund or exchange. The FastSELLER is entitled to reject the refund or exchange of a Product that:</p> <ul style="list-style-type: none"> i. has been consumed or is showing excessive wear and tear for the period of use; ii. has been used in a manner not fit for its purpose; iii. has torn or dirty packaging; and/or iv. is no longer in working condition. <p>b) Delay of Decision by FastSELLER</p> <p>The FastSELLER may delay the decision on the return or exchange of a Product in the event that:</p> <ul style="list-style-type: none"> i. the delivery fee for returning the Product is still owing by the FastBUYER (where FastBUYER is liable for such fee) to the Company and/or third party (as the case may be); and/or ii. any free gift included with the Product has still not been returned by the FastBUYER; <p>provided always that the FastSELLER shall update the FastBUYER or the FastBUYER support (as the case may be) on the delay and to provide a timeline within which the FastSELLER's decision on the request by the FastBUYER for the said return or exchange of the Product will be submitted. The Company reserves the right to take any such action necessary to address and resolve the FastBUYER's claim if the timeline stated by the FastSELLER is, in the Company's view, unreasonable.</p>	
7	<p>Final Decision on Refund or Exchange</p>	<ul style="list-style-type: none"> i. Once the assessment and review of the Product is completed pursuant to Section C.7, the FastSELLER shall provide a final decision to either approve or reject the requested for exchange or refund of the Product no later than three (3) business days from the receipt of the returned Product from the FastBUYER pursuant to Section C.5 above or by any revised timeline pursuant to Section C.6(b). <p>In the case of:</p> <ul style="list-style-type: none"> a) approved exchange of the Product, the FastSELLER shall deliver the new Product to the FastBUYER promptly; 	

		<p>b) approved refund of the Product, the FastSELLER shall refund the purchase price to the FastBUYER, which shall be carried out by the Company deducting the purchase price from the FastSELLER's deferred Settlement Amount or such other method as the Company deems fit.</p>							
8	<p>Automatic Acceptance for Non-Response by FastSELLER</p>	<p>In the event that:</p> <ul style="list-style-type: none"> i. the FastSELLER does not respond to the FastBUYER's request for a refund or exchange of Product (prior to return of Product to the FastSELLER) within the period set out in Section C.4 above; or ii. where the FastSELLER does not provide any decision on the refund or exchange of a Product within the period set out in Section C.7 above; <p>it shall be deemed that the request by the FastBUYER has been accepted and the Company will immediately proceed with the refund or exchange process.</p>							
9	<p>Costs for Return of Products</p>	<p>The costs for the return of Products shall be borne as follows:</p> <ul style="list-style-type: none"> i. <u>Defective/Non-Compliant Product</u> Where a Product is returned due to: <ul style="list-style-type: none"> a) the Product being defective; and/or b) the Product not complying with description or criteria on the Product page, the FastSELLER shall bear the costs for such return. ii. <u>Delay in Delivery</u> Where the Product is returned due to an unreasonable delay in delivery of the Product over and above the FastSELLER Service Level then prevailing, or where there was a late or wrong delivery made by the courier service company engaged by the FastSELLER, the FastSELLER shall bear the costs for such return. 							
10	<p>Method of Refund</p>	<p>The payment of refunds ("Refund Amount") under this Policy shall be effected as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;"></th> <th style="width: 50%;"></th> </tr> <tr> <th style="text-align: center;">Type of Payment</th> <th style="text-align: center;">Method of Refund</th> </tr> </thead> <tbody> <tr> <td>a) Credit card</td> <td>Credit card transaction shall be cancelled and Refund Amount excluding 2% of checkout payment shall be</td> </tr> </tbody> </table>			Type of Payment	Method of Refund	a) Credit card	Credit card transaction shall be cancelled and Refund Amount excluding 2% of checkout payment shall be	<p>The methods of refund stated in this Section C.10 shall be subject to such further rules and processes as may be imposed by the Company from time to time.</p>
Type of Payment	Method of Refund								
a) Credit card	Credit card transaction shall be cancelled and Refund Amount excluding 2% of checkout payment shall be								

		<p style="text-align: center;">transferred back to the credit card used.</p> <hr/> <p>b) Online banking Refund Amount excluding RM2.00 of checkout payment shall be transferred into the bank account or FastentixWallet used for the original payment.</p> <hr/> <p>c) FastentixWallet Refund Amount shall be refunded into your FastentixWallet account on the Fastentix Apps.</p> <hr/>	
11	Partial Refund	<p>i. <u>Circumstances Where Partial Refund May be Allowed</u> Where:-</p> <p>a) a FastBUYER purchases several Products in one order, but the FastSELLER has failed to deliver the Products in full resulting in one or more Products not being included in the delivery; or</p> <p>b) FastSELLER delivers a Product to a FastBUYER with missing items or parts; or</p> <p>c) a FastSELLER delivers a Product to a FastBUYER with a missing free gift despite advertising the same on the Product page, the FastBUYER may opt for a partial refund in respect of such non-delivered Products or missing items.</p> <p>ii. Refund in respect of the non-delivered Products or missing items as well as the return shipping fee in respect of the same (if applicable) shall be deducted from the Settlement Amount.</p>	