

## **FurniXtech (FURNIXTECH SDN BHD) User Agreement (Terms & Conditions)**

Welcome to the renovation material supply platform provided by FurniXtech (FURNIXTECH SDN BHD) (hereinafter referred to as the "Platform"). Before using our services, please carefully read the following terms and conditions. This User Agreement (hereinafter referred to as the "Agreement") applies to all individuals or entities accessing, browsing, and using the Platform's services. By accessing, registering, or using the Platform's services, you acknowledge that you have fully understood and agree to abide by all terms of this Agreement.

### **1. Definitions**

- **Platform:** Refers to the online renovation material supply platform and related services provided by FurniXtech (FURNIXTECH SDN BHD), including but not limited to the website, mobile application, and other derivative services.
- **User:** Refers to individuals or legal entities who register and use the services on the Platform, including both buyers and sellers.
- **Service:** Refers to various functions and services provided by the Platform, including but not limited to displaying renovation material information, online transactions, payment processing, and logistics tracking.
- **Seller:** A user who lists and sells products on the Platform.
- **Buyer:** A user who purchases products through the Platform.

### **2. User Registration and Account Security**

- **2.1 Registration Eligibility:** Users must be at least 18 years old and have full legal capacity to register as a user on the Platform. Legal entities must be duly registered and authorized to use the Platform's services.
- **2.2 Account Information:** Users must provide accurate, complete, and truthful registration information. Users are responsible for the authenticity of the information submitted and should update it promptly in the event of any changes. FurniXtech is not liable for any consequences resulting from inaccurate or outdated information.
- **2.3 Account Security:** Users are responsible for safeguarding their account login information and are fully responsible for all activities that occur under their account. If unauthorized account use is detected, users must notify FurniXtech immediately. FurniXtech is not responsible for any loss caused by the user's failure to protect their account information.

### 3. Platform Services

- **3.1 Service Content:** FurniXtech provides information publishing, product display, online transaction, payment settlement, and logistics tracking services through the Platform. FurniXtech acts only as a facilitator of transactions and is not involved in the actual transactions or delivery between buyers and sellers, nor assumes any legal liability arising therefrom.
- **3.2 Service Limitations:** FurniXtech reserves the right to modify, upgrade, or discontinue platform functions or services without prior notice. FurniXtech has the right to restrict or terminate user access or use based on operational conditions and legal requirements.
- **3.3 Transaction Rules:** Users conducting transactions through the Platform must comply with this Agreement and other related rules published by the Platform. All transactions must follow the principles of voluntariness, equality, honesty, and good faith. Users must ensure the legality and authenticity of their transactions.

### 4. User Responsibilities and Conduct

- **4.1 Legal Use:** Users agree not to use the Platform for any illegal activities, including but not limited to posting false information, infringing others' intellectual property rights, defamation, fraudulent activities, or violating platform rules.
- **4.2 Compliance with Laws:** Users must comply with the laws and regulations of their respective countries or regions and are responsible for the actions they take on the Platform. FurniXtech reserves the right to take appropriate action, including suspending or terminating a user's account, if illegal or non-compliant behavior is detected.
- **4.3 Confidentiality:** Users may not disclose transaction or personal information obtained through the Platform to any third party without consent. Such information must not be used for any purpose outside the Platform.

### 5. Seller Responsibilities

- **5.1 Product Quality:** Sellers must ensure that the products they provide through the Platform meet national and industry quality standards and are responsible for the quality of their products. If the buyer finds any quality issues, the seller must provide reasonable after-sales support.
- **5.2 Fair Pricing:** Sellers must ensure that their listed product prices are fair and reasonable. The Platform reserves the right to investigate and take appropriate action against non-compliant pricing.

- **5.3 Timely Shipment:** Sellers must ship orders according to the agreed-upon timeframe and promptly update logistics information. Sellers are liable for any losses due to shipment delays.

## **6. FurniXtech Rights and Obligations**

- **6.1 Data Monitoring and Management:** FurniXtech has the right to monitor user activity on the Platform to ensure normal operations. For any violation of law or this Agreement, FurniXtech may take measures including warnings, usage restrictions, account suspension, or termination.
- **6.2 Privacy and Data Protection:** FurniXtech respects and protects user privacy. Except as required by law, FurniXtech will not disclose users' personal information to third parties. FurniXtech will manage and protect user data in accordance with its Privacy Policy.
- **6.3 Service Adjustments:** FurniXtech reserves the right to adjust, update, or discontinue platform services at any time and will notify users via announcements on the Platform. Changes will take effect upon the publication of such notices.

## **7. Intellectual Property**

- **7.1 Platform Content:** FurniXtech owns the full intellectual property rights to all content on the Platform, including but not limited to designs, text, images, videos, audio, software, and other materials. Users may not copy, modify, distribute, or otherwise use platform content without FurniXtech's express written permission.
- **7.2 User Content:** Users must ensure they have the legal ownership or usage rights for any content they publish on the Platform (such as comments, feedback, images). Users grant FurniXtech a permanent, non-exclusive, global right to use such content for commercial purposes.

## **8. Payment and Fees**

- **8.1 Payment Methods:** The Platform supports various payment methods. Users must ensure the accuracy of their payment information. FurniXtech is not responsible for any payment failure or loss due to incorrect information.
- **8.2 Transaction Fees:** FurniXtech may charge transaction service fees. Specific fees will be communicated to users during the transaction process, and users agree to pay any applicable fees.

- **8.2.1 Annual Platform Fee (Malaysia)**

Merchants based in Malaysia are required to pay an annual platform fee of **RM2,400**. This fee covers access to:

- FurniXTech's backend data analytics and reporting systems,
- Use of the FurniXTech merchant system,
- Platform online operations and support services.

- **8.2.2 Refundable Security Deposit**

Upon initial registration, a **refundable security deposit of RM3,800** is required. This deposit is refundable under the following conditions:

- Merchants must complete a minimum of **three (3) transactions per month** on the platform for a consecutive period of **twelve (12) months**.
- This deposit ensures fair access to customer resources for all merchants on the platform.
- The deposit will be refunded upon request after meeting the stated conditions.

- **8.2.3 Merchant Referral Mechanism**

To participate in FurniXTech's customer-sharing network, merchants must recommend at least **three (3) customers** to the platform. These customers will be permanently linked to the referring merchant as exclusive referral clients.

- Merchants will receive **1% of the sales revenue** from their referred customers for all future transactions made on the platform.
- This system provides a continuous source of revenue for merchants based on customer loyalty and engagement.

Additionally, merchants are able to:

- **Push promotional vouchers** to potential customers from other merchants, enhancing cross-merchant collaboration and increasing sales conversion rates.

#### 8.2.4 Merchant Performance and Benefits

Merchants can gain additional platform benefits based on their monthly transaction volume:

- **3 transactions per month:** Receive customer recommendations and the ability to send promotional vouchers to potential customers.
- **9 transactions per month:** Receive priority in customer recommendations.
- **15 transactions per month:** Gain premium visibility through homepage advertising on the FurniXTech platform.

#### 8.2.5 Transaction Fees

For each completed transaction, FurniXTech will deduct a **5% platform fee**. This fee is allocated to:

- Enhancing customer feedback and reviews,
- Funding customer loyalty programs and reward points,
- Contributing to the user lucky draw prize pool.

#### 8.2.6 Referral Commissions

In cases where the transaction involves a referred client (from either a brand or another merchant), additional referral commissions will be applied as follows:

- **1% commission** is paid to the referring merchant or brand partner for transactions involving their referred merchants.
- **1% commission** is paid to the referring merchant or brand partner for transactions involving their referred customers.

### 9. Dispute Resolution

- **9.1 Negotiation:** Any disputes between users should first be resolved through negotiation. FurniXtech can provide platform support for negotiation but is not responsible for the dispute or its resolution.
- **9.2 Applicable Law and Jurisdiction:** This Agreement is governed by the laws of Malaysia. Any disputes or claims arising from the use of the Platform will be submitted to the competent courts in Malaysia.

## 10. Agreement Modification and Termination

- **10.1 Modification:** FurniXtech reserves the right to modify this Agreement at any time. The updated terms will be published on the Platform and take effect immediately. Continued use of the Platform constitutes acceptance of the revised terms.
- **10.2 Termination:** Users have the right to cancel their accounts at any time. FurniXtech may terminate a user's account in case of violation of this Agreement or relevant laws and regulations.

## 11. Miscellaneous

- **11.1 Notifications:** Any notifications from FurniXtech, including but not limited to service changes or policy updates, may be sent via email, SMS, or platform announcements and will be considered delivered upon dispatch.
- **11.2 Severability:** If any provision of this Agreement is deemed invalid or unenforceable, it will not affect the validity or enforceability of the remaining provisions.
- **11.3 Interpretation:** The final interpretation of this Agreement belongs to FurniXtech (FURNIXTECH SDN BHD).

## 12. Refund Policy

FurniXtech platform supports refund requests under specific circumstances. Users should apply for refunds according to the following policy:

### 12.1 Refund Eligibility

- **Product Quality Issues:** If the buyer discovers severe quality issues upon receiving the product, which were not explicitly disclosed at the time of transaction, the buyer may apply for a refund. The seller should process the request based on mutual agreement and relevant evidence.
- **Product Mismatch:** If the received product significantly differs from the seller's description on the platform, the buyer has the right to request a partial or full refund. Both parties should negotiate a resolution, with FurniXtech providing assistance but not being responsible for the final outcome.
- **Shipping Delay or Non-shipment:** If the seller fails to ship within the specified timeframe and the buyer chooses to cancel the order as a result, the buyer is entitled to a full refund.
- **Order Cancellation:** In cases where the product has not been shipped, the buyer can request order cancellation through the platform and is entitled to a full refund. However, if the product has been shipped, the buyer must follow the

seller's return policy, with return shipping costs borne by the buyer unless otherwise agreed.

## 12.2 Refund Application Process

- **Submission:** When meeting refund conditions, buyers can submit a refund application through the platform's order management page, stating the specific reason and providing necessary evidence (e.g., photos, communication records).
- **Review and Processing:** FurniXtech will review the refund application and notify the seller. The seller should respond and process the buyer's refund request within the platform-specified timeframe (usually within 5 working days).
- **Refund Timing:** Once a refund application is approved, the refund will be processed through the buyer's original payment method. The time to receipt may vary depending on the payment service provider, typically 5-10 working days.

## 12.3 Special Circumstances

- **Force Majeure:** In cases of transaction cancellation or delay due to force majeure (e.g., natural disasters, government regulations), both parties should amicably negotiate refund matters.
- **Return Shipping Costs:** For refunds not due to seller responsibility, the buyer bears the return shipping costs. If the product has quality issues, the seller should bear the related return shipping costs.

## 12.4 Platform Responsibility

FurniXtech serves only as an information publishing platform and does not bear direct responsibility for transactions between users. The platform will assist both parties in handling disputes but cannot guarantee approval of any refund request. Any disputes should be handled according to the dispute resolution mechanism specified in Article 9 of this agreement.

## 13. International Shipping Policy

FurniXtech (FURNIXTECH SDN BHD) platform provides cross-border shopping and international shipping services to global users. Users should carefully read the following terms:

### 13.1 International Shipping Coverage

- **Applicable Countries/Regions:** FurniXtech supports international shipping to select countries/regions. Specific shippable countries/regions will be updated on the platform, and users should ensure their delivery address is within the platform-supported countries/regions when placing an order.

- **Seller Responsibility:** International shipping is arranged by the seller, who should choose suitable international transportation methods based on the user's location logistics conditions. The platform will provide support but is not responsible for the seller's logistics choices.

### 13.2 Shipping Time

- **Processing Time:** Sellers should process and ship orders within the platform-specified timeframe after order confirmation. Processing time may vary depending on product type, inventory status, and logistics situations in the seller's country, typically completed within 10-15 working days.
- **International Transit Time:** International shipping time depends on the destination country, logistics company, and customs processing, usually between 7-30 working days. Specific estimates will be provided at the time of order placement.

### 13.3 Shipping Fees and Customs Duties

- **Shipping Fee Calculation:** International shipping fees are calculated based on package weight, dimensions, shipping origin and destination, and chosen logistics service level. Shipping fees will be clearly listed at checkout and borne by the buyer unless the seller offers promotional policies.
- **Customs Duties and Import Fees:** Buyers should understand and comply with customs regulations in their country/region, bearing potential import duties, VAT, and other additional fees. Neither FurniXtech nor the seller is responsible for these fees. If goods are returned due to the buyer's failure to pay customs duties or comply with import regulations, the platform bears no responsibility, and any resulting return fees will be the buyer's responsibility.
- **Damage or Loss:** If products are damaged or lost during international transit, buyers should immediately notify the seller and provide necessary evidence (e.g., damage photos, logistics company reports). The seller should coordinate compensation matters with the logistics company and decide whether to refund or resend the product based on the situation.

### 13.4 Logistics Tracking

- **Tracking Information:** Logistics services provided by FurniXtech typically support online tracking of international packages. Buyers can view logistics status through the platform's order management system. Logistics tracking information may be limited in some countries, and users should confirm in advance whether full tracking is supported in their region.



- **Delays and Losses:** International logistics may experience delays due to customs inspections, weather, or other uncontrollable factors. FurniXtech is not responsible for delays caused by these reasons. For lost packages, buyers should apply for compensation according to the logistics company's regulations, with the platform providing assistance.

### 13.5 Prohibited Shipping Items

- **Restricted Items:** According to different countries' legal regulations, certain items may be prohibited or restricted for import/export (e.g., dangerous goods, perishables, electronic devices). Sellers should ensure their sold items comply with the destination country's import regulations and must not ship restricted items. If goods are seized or returned due to violation of the destination country's laws and regulations, the responsibility lies with the seller or buyer.

### 13.6 Platform Responsibility

- **Information Intermediary:** FurniXtech provides technical support for cross-border transactions but does not participate in actual international logistics operations. FurniXtech will strive to provide accurate information on logistics services but is not responsible for the service quality of third-party logistics companies or for product damage, loss, or delay.

## 14. Return Process

### 14.1 Return Conditions

Buyers can apply for returns under the following conditions:

- **Product Quality Issues:** The product has manufacturing defects or was damaged during shipping.
- **Product Mismatch:** The actual received product significantly differs from the seller's description on the platform.
- **Wrong Product Shipped:** The seller shipped a product different from what was listed in the order.
- **Other Special Circumstances:** As agreed by the seller or stipulated by the platform.

### 14.2 Return Application Process

- **Submission:** Buyers should submit a return application through the platform's order management page within 7 days of receiving the product (or as specified by the seller's specific return policy), stating the reason for return. Users should upload relevant evidence, such as photos of product issues or packaging condition, to prove the reasonableness of the return request.

- **Seller Review:** Upon receiving the buyer's return application, the seller should review the application and make a decision within 5 working days. If the seller rejects the return request, detailed reasons for rejection must be provided. If the seller fails to respond within the specified time, the platform has the right to intervene and coordinate.
- **Platform Intervention:** If disputes arise between buyer and seller during the return application process, the buyer can request FurniXtech customer service intervention. The platform will review based on provided evidence and make a final decision.

### 14.3 Return Logistics

- **Return Shipping Arrangements:** If the seller agrees to the return, the buyer needs to return the product to the address specified by the seller within the stipulated time. Buyers should choose reliable logistics services and ensure the product is safely packaged during transportation to avoid secondary damage.
- **Return Shipping Costs:**
  - For returns due to quality issues, wrong shipments, or other seller-related reasons, the seller should bear the return shipping costs.
  - For returns due to personal reasons (e.g., dissatisfaction with the product) and with seller agreement, return shipping costs are typically borne by the buyer, unless otherwise agreed.

### 14.4 Refund Process

- **Seller Confirms Return:** After receiving the returned product and confirming it is undamaged, the seller will confirm the return through the platform within 3-5 working days and initiate the refund process.
- **Refund Method:** Refunds will be processed through the buyer's original payment method. Refund timing depends on the payment service provider's processing, typically 10-15 working days. If the payment method cannot be refunded, the platform will contact the buyer to arrange alternative refund methods.
- **Refund Amount:** The refund amount includes the actual product cost paid by the buyer and corresponding shipping fees (if the seller bears return shipping costs). If the product has been used or damaged, the seller may deduct a portion of the refund based on the situation.

## 14.5 Non-Returnable Situations

Return applications may be rejected in the following situations:

- Product damage not caused by the seller, such as damage due to improper operation or excessive use by the buyer.
- Products that have been opened or used, unless there are quality issues or mismatches with the description.
- Return requests due to personal preferences (e.g., size mismatch, color discrepancy) and the seller does not agree to the return.
- Exceeding the return time frame specified by the seller or platform.

## 14.6 Special Product Return Regulations

Some special products may not be eligible for returns, including but not limited to:

- Customized products or special orders;
- Perishable goods, sanitary products;
- Products specially made according to buyer requirements;
- Other products clearly stated as non-returnable on the product page by the seller, unless quality issues arise.

## 14.7 International Returns

- **International Orders:** For international orders, return shipping costs and customs duties may be high. Users should carefully confirm that products meet their requirements before placing orders. Specific policies for international returns should refer to the seller's regulations and relevant national legal requirements.
- **Return Costs:** If products need to be returned from abroad, return shipping costs and potential import duties and export fees are typically borne by the buyer, unless the seller explicitly bears these costs.

## 15. Payment Methods

### 15.1 Supported Payment Methods

FurniXtech supports the following common payment methods. Users can choose suitable methods for payment based on their actual situation:

- **Credit and Debit Cards:** The platform supports international and local credit and debit cards, including Visa, MasterCard, American Express, etc. Users need to ensure that payment cards are usable in their country/region and have sufficient balance.
- **E-Wallets:** FurniXtech may support various e-wallet payment methods, such as:
  - GrabPay
  - Touch 'n Go eWallet
  - Boost
  - Apple Pay
  - Google Pay
- **Online Bank Transfer:** Users can choose to make payments through local banks' online payment systems. Common supported banks may include:
  - Maybank2U
  - CIMB Clicks
  - Public Bank
  - RHB Now
  - Other banks supporting online transfers
- **PayPal:** Supports PayPal account payments, convenient for international users, providing additional payment security protection.
- **Cash on Delivery (COD):** For certain regions or products, FurniXtech may support cash on delivery. This method needs to be provided by the seller and may incur additional service fees. It is typically applicable for local deliveries.

## 15.2 Currency and Exchange Rates

- **Local Currency Payments:** FurniXtech's default payment currency is usually the local legal tender (e.g., Malaysian Ringgit MYR). Specific payment currencies may vary depending on the user's country or region and will be displayed on the checkout page.
- **Foreign Currency Payments:** If users make payments in foreign currencies, the payment amount will be converted at the day's exchange rate. Actual payment amounts may slightly differ due to exchange rate fluctuations or card issuer fee policies. Users need to bear currency conversion fees themselves.

### 15.3 Payment Security

- **Data Encryption:** To ensure the security of users' payment information, the platform uses SSL data encryption technology to protect users' payment data. FurniXtech will not store users' detailed payment card information.
- **Payment Verification:** To avoid fraudulent transactions, the platform may require users to complete additional identity verification when making payments, such as two-factor authentication (2FA) or SMS verification codes.

### 15.4 Refund Process

When refunds are involved, they will be processed through the user's original payment method. If the payment method cannot process refunds (e.g., certain prepaid cards), the platform will negotiate with the user and arrange alternative refund methods. Refunds typically take 5-10 working days to process, with specific timing depending on the payment service provider.

### 15.5 Platform Service Fees

Some payment methods may incur additional payment processing fees (e.g., cross-border payment fees or credit card handling fees). Specific fees will be clearly displayed on the user's checkout page, and users need to understand and accept relevant fees before confirming payment.

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By using FurniXtech platform services, you acknowledge that you have read, understood, and agreed to all terms of this agreement. If you have any questions, please contact us through official channels.