

## **RETURN AND REFUND POLICY**

Please read these Terms and Conditions carefully before using the services offered by Ezyhaul Sdn Bhd (“**Ezyhaul**”) or (“**We**”, “**Us**”, or “**Our**”), a company incorporated under the laws of Malaysia. These terms set forth the legally binding terms and conditions for your use of Our Services as contained in <http://www.ezyhaul.com> (“**Website**”) (collectively with the site, referred to as “**Services**”).

### **1. RETURN OF YOUR ITEMS**

We do not accept any return of your items and We do not replace any of your items. We will endeavor all reasonable care to ensure that Our Services conform with the standard delivery care of any delivery services in Malaysia. We will examine any defects of your item prior to the loading of your items for transportation. Please inform us if any of your items are fragile or hazardous and whether there is a risk of damage while in transportation, loading and unloading.

### **2. REFUND OF YOUR PURCHASE**

Once delivery is confirmed, we will not refund your purchase of Our Services. If there is any cancellation prior to the confirmation of delivery, please notify us via email or telephone. We will inform you whether you are entitled for a refund within a reasonable period of time. We will refund your purchase of Our Services and a credit will be applied to your original method of payment or any such manner as may be communicated to you.

### **3. NO WAIVER**

The failure to exercise or delay in exercising a right or remedy provided hereunder or by law does not constitute a waiver of the right or remedy or waiver of other rights or remedies.

### **4. GOVERNING LAW**

These Terms and Conditions shall be governed by and interpreted in accordance with Malaysian law and the parties irrevocably submit to the exclusive jurisdiction of the Malaysian courts.

### **5. SPECIAL TERMS**

These Terms and Conditions are not intended to nor shall create any rights, entitlements, claims or benefits enforceable by any person that is not a party to them. No person shall derive any benefit or have any right, entitlement or claim in relation to this Terms and Conditions.

### **6. CHANGES TO THE TERMS AND CONDITIONS**

We reserve the right to update this Return and Refund Policy at any time and any changes may be made without notice to you. We recommend you to read this Return and Refund Policy periodically.

By continuing to access or use Our Services after those revisions or changes become effective, you agree to be bound by the revised terms. If you do not agree to the new Return and Refund Policy, please stop using the Website and/or Our Services.

All of our rights are reserved.