

## **Online Trading Terms & Conditions**

### **1. Privacy & Security**

- 1.) We are committed to protecting your privacy. We will only use the information that we have collected about you lawfully.
- 2.) We collect information about you for 2 reasons: firstly, to process your order and second, to provide you with the best possible service.
- 3.) You have the option to refuse any marketing email from us or from another trader in the future.
- 4.) We will never collect sensitive information about you without your explicit consent.
- 5.) The personal information which we hold will be held securely in accordance with our internal security policy and the law.
- 6.) If you have any questions/comments about privacy, you should contact us at [info@acetech.com.my](mailto:info@acetech.com.my).
- 7.) The information we hold will be considered the most accurate and up to date. You can check the information that we hold about you by emailing us and any inaccuracies we will delete or correct it promptly.

### **2. Returns & Replacements**

We hope that you are completely satisfied with your order. If you are not 100% satisfied with your purchase, you may return most items sold by ACE TECH within 3 days for a replacement of the same amount of Refund Cash Voucher.

With ACE TECH's 3 day return policy, there are no special catches or exceptions. All we ask is that you send the items back to us in the original packaging, and make sure that the merchandise is in the same condition.

- 1.) You can return your purchase for up to 3 days from the purchase date.
- 2.) Products must be in the condition you received them and in the original box and/or packaging.
- 3.) Return shipping fee is bear by customer.
- 4.) Merchandise that is not returned in the condition it was sent will not be returnable and you will be obligated to the full purchase price.
- 5.) No refunds or exchanges will be given for goods that have been worn, damaged or soiled.
- 6.) For hygiene purpose, undergarments (bikini, panties, bras ...) are not acceptable for any returns or exchanges.

#### **3.1 Ineligible Returns / Replacements**

We cannot accept for return or replacement any item that has been misused, unless it arrived damaged. If an item was sold as a set, individual elements of that set cannot be returned for a refund.

### **3.2 Requesting a Refund / Return Merchandise**

You can request a replacement for the same item if it arrives damaged. Well, If you are not 100% satisfied with your purchase, you may return most items sold by ACE TECH within 3 days for a replacement of the same amount of Refund Cash Voucher.

Kindly fill up the following Goods Refund / Return Form and email to [info@acotech.com.my](mailto:info@acotech.com.my).

- 1.) Name:
- 2.) Order Number:
- 3.) Contact Number:
- 4.) Good(s) to return:
- 5.) Reason for return:
- 6.) Attachment: (Photo of defective goods, only attach for damaged merchandise return)

Upon receive your email. Our customer service officer will send out an acknowledgement via email, you may just follow the steps given accordingly.

### **3.3 Processing Your Return**

Please allow 1-2 days to process your return. You will receive notification via email/sms confirming that your return has been received and processed.

If you still have not received e-mail or written confirmation that your return has been processed, please email to [info@acotech.com.my](mailto:info@acotech.com.my)

### **3.4 Redeem Your Refund Cash Voucher**

Your Refund Cash Voucher can be used in your next purchase. Once your new order has been made, kindly email us your order number and Refund Cash Voucher Code number.

We will get back to you ASAP.

### **3. Damaged Merchandise**

- 1.) All our merchandiser is scrupulously checked to ensure it arrives at your address free of defects. Upon receipt, it is your responsibility to check for faults immediately.
- 2.) Please double check carefully whether everything are in good condition before acknowledge the receipt.
- 3.) If you feel your merchandise is damaged, please inform us on the day itself. We are not going to entertain any late request/response.
- 4.) The cost of returning goods lies with the client, unless faulty, when those goods will be exchanged free of charge.
- 5.) If we find that the merchandise is not defective in any way or has been misused, then the merchandise will be shipped back to you.
- 6.) If the damage is significant you will entitle for free return.

#### **4. Payment, Pricing & Promotions**

Cheque Payment or Online Transfer / CASH Deposit / ATM Transfer:

We accept payment by major bank in Malaysia. Inter-bank funds transfer can be made via ATM machines or Internet Banking.

##### **5.1 For Cheque Payment or Cash Deposit**

Account No. : **MayBank(MBBEMYKL)** / 5-12343-53199-3  
Account Name : ACE TECH TRADING

##### **5.2 For ATM or Online Transfer**

Account No. : **MayBank** / 5-14011-36150-0  
Account Name : Lam Wai Yuen

Delivery service only apply from Monday to Friday. Payment made before 12pm, item will be packed and sent for delivery service on the day itself. Otherwise will be processed on the next working day. No delivery service provided on Saturday, Sunday, and national or state public holiday either.

Please provide the information below once payment has been made.  
(Kindly ensure providing payment information via MSN, email or SMS after the transaction. Otherwise, merchants will not be sending out on time due to security reasons.)

- 1.) Name of Receiver
- 2.) Receiver Address
- 3.) Receiver Contact No.
- 4.) Date of Payment & Payment Amount
- 5.) Payee Bank.
- 6.) Mode of Payment (ATM; Online-Banking; Counter; Interbank Transfer)
- 7.) Order Number

Kindly be informed that the order will only be valid for 3 days. We shall keep all of our purchaser(s) informed in respect of the lapse of the grace period thereafter. Order(s) shall be automatically cancelled in the event payments still remain unpaid.

#### **5. Distributor Terms & Conditions**

Established in 2007, ACE TECH is experiencing fantastic growth. Due to the increasing demand for ACE TECH lines throughout East and West Malaysia, we are constantly looking for agents to help fulfill this demand.

(Due to continuing changes in the legal, practical aspects of wholesale and retail sales, this policy will be updated periodically. Please check here from time to time, especially before accepting Goods or Services, so that you are always up to date on this important issue.)

**6. ACE TECH Responsibilities:**

- 1.) ACE TECH accept orders from smart agent and use its best efforts to deliver them within a reasonable time.
- 2.) ACE TECH will provide support and assistance to the smart agent by telephone, email and msn.
- 3.) ACE TECH provides drop ship service. Please confirm the shipping address to us through email.

**7.1 Terms and Conditions:**

- 1.) Special Offer Items or stock clearance items are not entitled for any discount.
- 2.) Kindly inform us via email, sms and msn once payment is made. Otherwise, merchants will not be sending out on time.
- 3.) Smart Agent(s) and Drop Shipment(s) are not entitled for free shipping. Shipping charge according to the product's weight.
- 4.) Smart Agent(s) and Drop Shipment(s) shall not be eligible for any promotion held by ACE TECH.
- 5.) Agent must own a personal online shop, boutique, blogs or some other place to sell your goods.
- 6.) The selling price (the items that you buy from us) cannot be lower than ACE TECH's selling price.

**7.2 Payment:**

All order(s) must be paid in full within 24 hours from the day of submit the order. Order(s) will be automatically cancelled in the event payments still remain unpaid without prior notice.

**7.3 Return:**

- 1.) No returns are accepted without prior approval. In general, returns are only accepted for defective, faulty goods or goods for repair.
- 2.) We will only accept returns on new un-touched non-altered merchandise.

**7.4 Pricing and Discount:**

First time order have to make a minimum of RM100 exclude postage fees, the next order will be entitled discount on:

- 1.) 10% Discount from the publish rate, (No minimum and maximum order).
- 2.) Not including of Special or Discounted items

**7.5 Termination:**

ACE TECH reserves the right to terminate the account without notice in the event of a gross breach of conditions or abuse of the site.

## 7.6 Warmest Reminder

Consumers may interact with websites in different ways and may get different perceptions because of their distinct characteristics. Same thing, we do have satisfied customer and unsatisfied customer because of their different points of view.

To avoid unnecessary conflict, please send us a photo to [info@acotech.com,ny](mailto:info@acotech.com,ny) if you find any flaws or defects, descriptive explanation will be very helpful for giving you quick response and confirmation of defect. We will do our very best to serve you and ensure you will get the best service at the first place.

For those who unable to provide photographs to illustrate the problem and only giving subjective verbal descriptions, we will just take it as a reference and refer to the return goods for final decision. Appreciate your kind understanding and we are willing to work with you to provide the best long-term service.

In order to minimize the unnecessary trouble, all our merchandiser is scrupulously checked to ensure it arrives at your address free of defects. However, due to the large volume of orders being processed, mistakes are part of being human. If you feel your merchandise is damaged, you may inform us and return the good(s) to us within 3 days.

Most of the ready to wear garments in this websites are copied the design from overseas magazines. Therefore, some of the fabric and color of the clothing is slightly different from the displays image. If you would like to request for 100% genuine products, please think twice before submitting your order. Everything has its worth and you get what you pay for. Thank you.

## 7. Shipping Information & Shipping Methods

You can choose whichever method suits you best when you place an order. The following is a list of the different international carriers

<b>Carrier Name</b>	<b>Estimated time</b>	<b>Tracking Services</b>
DHL	4-6 working days	<a href="http://www.dhl.com">www.dhl.com</a>
UPS	4-6 working days	<a href="http://www.ups.com">www.ups.com</a>
TNT	4-5 working days	<a href="http://www.tnt.com">www.tnt.com</a>
FEDEX	4-6 working days	<a href="http://www.fedex.com/cn_english">www.fedex.com/cn_english</a>
EMS	5-6 working days	<a href="http://www.ems.com.cn">www.ems.com.cn</a>
Pos Laju	1-3 working days	<a href="http://www.pos.com.my/pos/appl/service.asp">www.pos.com.my/pos/appl/service.asp</a>

### **Example For Pos Laju:**

Delivery service only applies on Monday to Friday. Payments made before 12pm, item will be delivered out to the courier company (Poslaju) on the day itself, and otherwise will be processed on the next working day.

Normally your order will arrive by the next business day or within 1-3 business days. We do not deliver on Public Holidays. We have noticed that there are usually considerable postal delays if there are public holidays at your end or the receiver isn't standby at the recipient address for pick-up. Therefore, please take this into consideration!

Shipment Method (Pos Laju) :

Peninsular Malaysia

First 500gm = RM6.00

Every following 500gm = RM9.00 (Additional RM3.00)

Purchase up to RM70 = Free Shipping

Sabah & Sarawak

First 500gm = RM9.00

Every following 500gm = RM14.00 (Additional RM5.00)

Purchase up to RM120 = Free Shipping

### **8. Our Warranty:**

**(1) These items have been tested and are guaranteed to be working when they arrive.**

**(2) We operate a 3-day refund policy so that you can return any item that you are not happy with.**

**(3) If you do have a problem with any purchased item, please contact us first to allow us to have the opportunity to rectify it.**

**(4) If warranty period is ONE(1) year, during this time, the project of maintenance and workmanship is free if due to manufacturer's defects. The purchased goods should come with its Warranty cards and Manuals to you together. If items have a problem, you can also direct mail to its service centre as well for fast service response.**