

Terms and Conditions

Please read these terms and conditions carefully before you start to use the Site and/or the Services. By using the Site and/or the Services, you indicate that you accept these terms and conditions and that you agree to abide by them. If you do not agree to these terms and conditions, please refrain from using the Site and the Services.

Conditional Use Of Our Site and Services

Your permission to use the Site is conditional upon your agreement that you:

1. are the authorized person;
2. will comply with these terms and conditions;
3. will provide accurate information when creating an account or registering for our Services; and
4. are solely responsible for your User ID and the activity that occurs while signed in to or while using your User ID.

Your Account

When you register, you will obtain unique log-in credentials (a "User ID"). Access to the Site and Services is not authorized by any other person or entity using your User ID and you are responsible for preventing such unauthorized use.

You are solely responsible for any and all access to the Site or use of the Services by persons using your User ID. Please notify us immediately if you become aware that your User ID is being used without authorization

Non-Confidentiality, Security And Privacy

You understand that much of the information that you submit to us is submitted precisely for the purpose of disclosure in a variety of ways by JCMS ProRewards, and therefore such information is not subject to any confidentiality obligation. Other information, such as credit card information provided in connection with the purchase or redemption, is maintained with appropriate privacy and security protections. Any communications between you and JCMS ProRewards, such as email or other correspondence, will be deemed by us to be non-confidential and non-proprietary and you agree that such information may be used by us without any limitation whatsoever.

Additional Terms

JCMS ProRewards provides customers with opportunities to purchase or redeem:

1. products and services from JCMS ProRewards or third businesses ("Merchants") with a time limited promotional value of items;

2. products offered for sale through JCMS ProRewards.

Cancellation

All redemption and/or purchases are final and the products are non-returnable unless there is a fault identified within 3 working days of item receipt. There will be no refunds issued after 3 working days of receipt of product. Any returns after 3 working days are handled on a case-by-case basis. Within reason, we will do what we can to ensure customer satisfaction.

Please follow the below Refund Process if you want to cancel your order or contact us in the case of wrong items or faulty items within 3 working days of item receipt, we will be happy to issue a refund for the points you have redeemed or the price you had paid for the product.

While we try and ensure that all prices and information on our website are accurate, errors may occur. If we discover an error in the goods you have redeemed and/or ordered, we will inform you as soon as possible and give you the option of reconfirming your order at the correct price / information or cancelling it.

Refund Process

1. Call us at 03-7785 6736 or email us at customer-service@jcmsprorewards.com within 3 working days of receipt of product to approve your cancellation or for return.
2. JCMS will arrange to collect back the approved product returned from the original delivery address within 5 working days upon our approval notification.
3. After we confirm receipt of the returned product, points as per deducted based on your original order or payment refund will be made to your account.

Please note that, if you are cancelling full or certain items under a Contract, we will not refund the delivery charge. We will endeavor to process the refund due to you as soon as possible and, no later than 30 days from the day on which we gave you notice of cancellation.

Product Faults

In the event that an item you have redeemed or purchased is faulty, not as described, or defective, please contact us within 3 days of receipt of product with full details, including which item the Fault relates to, the date when you purchased and the corresponding order number, and the nature of the Fault. JCMS ProRewards reserves the right to make the determination as to whether a Fault exists with the product.

Delivery

Please note that delivery timeframe and delivery charges will vary depending on the availability of the items ordered, and your address. Please allow for extra time for deliveries to outside of the Kuala Lumpur metro area. We cannot accept orders from or deliver to addresses outside Malaysia. Please ensure that you have provided complete delivery address.

Our Shipping Confirmation will notify you of the delivery schedule. Occasionally our delivery to you may be affected by an event outside of our control.

If no one is available at your address to take delivery, our delivery company will make a maximum of 2 delivery attempts before returning the order to us, in which case, we reserve the right to consider that you will arrange for subsequent delivery on your own cost. In the event of cancellation of the order for non-delivery, kindly contact us within 2 weeks from the returned date, or else your item will be forfeited.

Delivery of an order shall be completed when we deliver the item(s) to the address stated by yourself when placing your order.

Price And Payment

The price of all items for sale or points required through JCMS ProRewards, and our delivery charges in respect thereof, will be changed from time to time, except in cases of obvious error.

Where applicable, all prices listed are subject to the current 6% GST tax.

Our prices and delivery charges are liable to change at any time, but changes will not affect orders in respect of which we have already sent you a Shipping Confirmation.

Tax Invoices

Electronic tax invoice will be issued upon redemption. Physical tax invoice will be issued to Customer upon request, otherwise customers are deemed to be agreed on the issuance of Electronic tax invoice.

Termination

We may change or discontinue the Site or any of the Services at any time without prior notice. We reserve the right to terminate or vary these terms and conditions for any reason, without prior notice, and this Agreement will automatically terminate. In the event that any termination, any purchase or redemption pre-dating termination will be honored according to these terms and conditions.

Disclaimer

We provide the Site and Services "as is", "with all faults" and "as available." We and our suppliers and Merchants make no express promises or guarantees about the Site, Services or the products. To the maximum extent permitted by law, we and our employees, agents,

suppliers, and merchants disclaim any implied contractual promises that the site and services are of satisfactory quality, accurate, timely, fit for a particular purpose or need, or non-infringing. We do not promise or guarantee that the results that may be obtained, including any services or products, will be accurate or meet your requirements. We make no promises as to privacy and security other than as expressly stated in our privacy policy.

Changes To These Terms And Conditions And Waivers

We may change the terms of these terms and conditions from time to time on a going-forward basis, and any such modifications become effective immediately upon being posted to the Site.