

# **TERMS AND CONDITION**

This website is operated by True Beauty Sdn Bhd.

By visiting our site and/ or purchasing something from us, you engage in our “Service” and agree to be bound by the following terms and conditions.

## **PRODUCT & COURIER CHARGES**

- The selling price and the promotional prices are determined by the Company.
- Shipping cost as per stated in the customer’s invoice.

## **PURCHASE**

- Please provide a complete information when you make a purchase. Prior to making a payment for your invoice, kindly ensure all information are correct: name, address, postcode, telephone number and email.
- We are not responsible for any mistakes. Any cancellation, amendment and changes are not allowed after payment is made.
- Your order will be processed within 3 working days after receiving payment.
- You will receive an email notification on regards of your order status.

## **PAYMENT**

- All transactions are in Ringgit Malaysia only.
- We accept online banking via FPX.
- Credit Card (Visa, MasterCard) and debit card are accepted.
- We do not accept manual payment via ATM cash deposit.
- Your order will be cancelled within 1 day if no payment is made.

## **SHIPMENT**

- You will receive a Tracking No via email when your delivery order is updated.
- You are required to check your tracking no status at courier company's website.
- The total duration of the order processing until delivery is 3-7 working days for Peninsular Malaysia (or earlier), 3-14 days for Sabah Sarawak (or earlier).
- Delivery of goods by the courier company is beyond our control. Any delay in receiving goods is subject to SLA provided by them.
- Tracking no status is the proof that your order has been delivered successfully.
- Company reserves the right to change a courier company and shipping rate without giving prior notice to the customers.
- Kindly contact our customer service for any problems, feedback, complaints, or suggestion.

# **PRIVACY POLICY**

## **PRIVACY POLICY**

- The Personal Data Protection Act 2010 was enacted by the government to regulate the processing of personal data.
- At truebeauty, we are committed to ensure that your Personal Data is protected in accordance with the relevant laws.
- Although, this Privacy Policy is not a contract and does not create any legal rights, however it does serve our commitment to protecting private personal information.
- This Privacy notice is applicable to all users of truebeauty's website.

## **PERSONAL DATA**

- When you use this website, we may collect your data such as: name, address, email, tel number, credit cards (etc).
- These data are necessary for us to process your order for fulfilment purpose.

## **PURPOSE OF COLLECTING PERSONAL DATA**

- Order processing and fulfilment process.
- Marketing and promotions.
- Membership programme (if any).
- Customer database, report analysis, benchmarking.
- Collection of payment.
- Issuance of vouchers / any matters related to customer benefit.

## **DISCLOSURE**

- We follow industry standards to protect all your personal information.
- However, we may disclose your Personal Data to the following parties: –
  1. Our business partners that provide related online business services to us.
  2. Government agencies, statutory authorities, and industry regulators.
  3. Any person to whom are compelled or required under the law or in response to a competent or government agency.
  4. Our third-party service (IT, marketing agency, warehouse).
  5. Any parties as may determine to be necessary and appropriate by us.

## **SECURITY**

- The Internet is not a secure platform. We are not responsible for any unauthorised access or loss of your personal data.
- However, we make reasonable efforts to protect your data.

## **DATA TRANSFER & LINK TO OTHER WEBSITE**

- We may transfer your personal data to another related companies or third-party services for the purpose of data storage.
- This website may contain links to other sites that are not controlled by us. Please be aware before you decided to click on any links that we are not responsible to the privacy policy.

## **CONTACT**

- Kindly contact our customer service for any problems, feedback, complaints, or suggestion.