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## **Terms of Use**

### **1. WHO WE ARE**

Welcome to Scentify Hub! We are a perfume hub that sells a variety of branded perfumes, similar to the concept of Zalora. Our business address is:

Scentify Perfume Store,  
No 16 Jalan SS2/4B,  
47300 Petaling Jaya, Selangor.

### **2. DEFINITIONS**

- "Scentify Hub" refers to our company, which operates the website and sells perfumes.
- "Website" refers to our online platform where users can browse and purchase perfumes.
- "Customer" refers to any individual or entity that uses or purchases from our website.

### **3. ELIGIBILITY**

By using our website and/or making a purchase, you confirm that you are at least 18 years old and have the legal capacity to enter into a binding agreement with Scentify Hub.

### **5. ENTIRE AGREEMENT**

These terms of use, along with our Privacy Policy, constitute the entire agreement between Scentify Hub and the customer, superseding any prior agreements or understandings.



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## **4. PROHIBITIONS**

You agree not to:

- Use the website for any unlawful or unauthorized purpose.
- Attempt to gain unauthorized access to our systems or interfere with the proper functioning of the website.
- Use the website to harass, abuse, or harm others or infringe upon their rights.
- Engage in any activity that could damage our reputation or violate any applicable laws or regulations.

## **6. TERMS OF SALE**

### **6.1 FORMATION OF A CONTRACT**

By placing an order, you make an offer to purchase the selected products, which is subject to our acceptance. A contract is formed when we accept your order and provide confirmation.

### **6.3 PRICE AND PAYMENT**

Prices for products are displayed on our website and are subject to change without prior notice. Payment must be made in full before the order is processed and dispatched. We accept various payment methods, as specified on the website.

### **6.4 MISTAKEN ORDER**

If you realize that you have made a mistake with your order, please contact us immediately. We will make reasonable efforts to assist you but cannot guarantee that changes can be made after the order is placed.

### **6.5 REFUSAL OF ORDER**

We reserve the right to refuse or cancel an order for any reason, including but not limited to product unavailability, inaccuracies in pricing or product information, or suspicion of fraudulent activity. In such cases, we will notify you and provide a refund if applicable.



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## **7. DELIVERY**

We strive to deliver products within the specified timeframe, but delivery times are estimates and may vary. Risk of loss or damage to products passes to the customer upon delivery. Additional charges may apply for delivery services, which will be communicated during the checkout process.

## **8. CANCELLATION BY CUSTOMER**

If you wish to cancel your order, please contact us as soon as possible. Cancellation requests are subject to our acceptance and may not be possible if the order has already been processed or dispatched.

## **9. RETURNS AND REFUNDS POLICY**

We have a returns and refunds policy that outlines the process for returning products and requesting refunds. Please refer to our Returns and Refunds Policy on our website for detailed information.

## **10. FAULTY PRODUCTS**

In the event that you receive a faulty product, please contact us within a reasonable time frame. We will assess the issue and, if applicable, provide a replacement or refund as per our returns and refunds policy.

## **11. DISCLAIMER OF LIABILITY**

While we strive to provide accurate and up-to-date information on our website, we do not warrant the completeness, accuracy, reliability, or availability of the content. The use of our website is at your own risk, and we shall not be liable for any direct, indirect, incidental, consequential, or punitive damages arising from the use of or reliance on the website or its content.



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## **12. INDEMNITY**

You agree to indemnify and hold Scentify Hub and its affiliates harmless from any claims, losses, damages, liabilities, costs, or expenses arising out of or related to your use of the website, violation of these terms of use, or infringement of any rights of third parties.

## **13. GUARANTEE AND COMPLAINTS MANAGEMENT**

We strive to provide excellent customer service. If you have any complaints or concerns, please contact us, and we will make reasonable efforts to address your issues in a timely manner.

## **14. PERSONAL DATA PROTECTION**

We respect your privacy and handle personal data in accordance with applicable laws and our Privacy Policy. By using our website, you consent to the collection, use, and disclosure of personal data as described in our Privacy Policy.

## **15. CIRCUMSTANCES BEYOND OUR CONTROL**

We shall not be liable for any failure to perform or delay in performing our obligations if such failure or delay is caused by circumstances beyond our reasonable control, including but not limited to acts of God, natural disasters, war, terrorism, labor disputes, or technical disruptions.

## **16. NOTICES**

Any notices or communications required or permitted under these terms of use shall be sent to the address provided by the customer during the registration process or by email to the address associated with the customer's account.

## **17. INTELLECTUAL PROPERTY RIGHTS**

All content, trademarks, logos, and intellectual property displayed on our website are the property of Scentify Hub or its licensors. You may not use, reproduce, modify, or distribute any of our intellectual property without prior written consent.



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## **18. RELATIONSHIP**

These terms of use do not create any agency, partnership, employment, or joint venture relationship between you and Scentify Hub.

## **19. THIRD PARTY RIGHTS**

These terms of use are solely for the benefit of the parties involved and do not confer any rights or benefits to any third parties.

## **20. VARIATION**

Scentify Hub reserves the right to modify, update, or change these terms of use at any time without prior notice. By continuing to use our website after any changes, you agree to be bound by the revised terms.