

Terms of Service

November 2, 2024

By accessing or using our website, applications, or services (“Services”), you agree to these Terms of Service (“Terms”). Please read them carefully.

Summary

- These terms govern your use of our services and constitute a binding legal agreement.
- Our services are for informational purposes only and are not a substitute for professional advice. No outcome is guaranteed.
- For questions about these terms, contact support@meta-alliance.my.

1. Definitions & Interpretation

- refers to Metaphysics Alliance.
- refers to any person who accesses the website or uses the Services.
- means our metaphysical advisory, astrology, feng-shui, numerology, report-generation and related services, delivered online or offline.
- means information, data, text, or materials provided by you or generated for you.

2. Business Identity & Mandatory Disclosures

Disclosure for compliance with Malaysian e-commerce regulations:

- Metaphysics Alliance
- 202403287440 (AS0486487-A)
- Menara Mitraland, 13A Jalan PJU 5/1
Kota Damansara, 47810 Petaling Jaya
Selangor, Malaysia.
- support@meta-alliance.my | +60165873141
- Metaphysical consultations, reports, training, and related digital or physical deliverables.
- As stated on product pages or engagement letters.
- Digital deliverables via download / email; physical items shipped per the shipping policy.
- See Clause 5.4 (Refunds). Customised digital reports may be non-refundable once delivered.
- See Clause 13 — we aim to respond within 5 business days.

3. Scope of Services

Services are advisory in nature and provided as described on our website or in engagement documents. No outcome is guaranteed. You remain responsible for personal, financial, medical, or legal decisions. Seek independent professional advice as appropriate.

4. User Eligibility & Obligations

- You represent that you are of legal age and have capacity to contract.
- You agree to provide accurate, current, and complete information.
- You must use the Services lawfully and not infringe any rights or disrupt service integrity.

5. Fees, Payment, Taxes & Refunds

- As displayed at checkout or stated in our engagement letter.
- Due in full prior to commencement unless otherwise agreed.
- Prices may exclude taxes and duties; these will be displayed at checkout.
- Customised digital reports are typically non-refundable once analysis begins. For other services, refer to our posted Refund Policy. Statutory rights (if any) remain unaffected.

6. Reports, Content & Intellectual Property

- All site content, methodologies, and deliverables belong to us or our licensors.
- You receive a personal, non-transferable licence for your own internal use.
- You may not reproduce or publish deliverables without written consent.
- By submitting User Content, you grant us a limited licence to use it for service provision and improvement.

7. Data Protection & Privacy

We process personal data in accordance with the Personal Data Protection Act 2010 and our Privacy Policy (</privacy>). By using our Services, you consent to such processing, including transfers to necessary service providers. You may exercise access and correction rights as described in the Privacy Policy.

8. Service Standards & Disclaimers

Services are provided on an “as is” and “as available” basis. While we use reasonable skill and care, we do not warrant uninterrupted or error-free operation, nor that content is complete, accurate, or suitable for any specific purpose.

9. Limitation of Liability

- To the maximum extent permitted by Malaysian law, we are not liable for indirect, incidental, or consequential losses, loss of profit, or goodwill.
- Our total liability shall not exceed the amount paid for the specific Service.
- Nothing excludes liability for fraud or other non-excludable causes under Malaysian law.

10. Termination

- Either party may terminate for material breach not remedied within 14 days of written notice.
- On termination, you must cease using deliverables and pay any outstanding fees.

- Clauses concerning intellectual property, confidentiality, and liability survive termination.

11. Governing Law & Dispute Resolution

These Terms are governed by the laws of Malaysia. The courts of Malaysia have non-exclusive jurisdiction over disputes.

12. Changes to These Terms

We may update these Terms from time to time. Updates take effect on the date stated. Material changes will be notified to users through reasonable means.

13. Contact & Complaints

- support@meta-alliance.my | +60165873141
- support@meta-alliance.my. Include your order ID and details. We aim to acknowledge within 5 business days.

14. Miscellaneous

- These Terms and referenced policies constitute the full agreement.
- Invalid provisions do not affect remaining clauses.
- Failure to enforce is not a waiver of future enforcement.
- You may not assign these Terms; we may assign to an affiliate or successor.
- Neither party is liable for events beyond reasonable control.

Regulatory Notes (Malaysia)

This document references: Contracts Act 1950 (s. 10 — essentials of a valid contract), Sale of Goods Act 1957, Consumer Protection Act 1999 (Part IIIA — unfair terms), Electronic Commerce Act 2006, Personal Data Protection Act 2010, Consumer Protection (Electronic Trade Transactions) Regulations 2024. Mandatory e-commerce disclosures (identity, contact, pricing, refund, delivery) are included in Section 2 and related clauses.

Contact Our Support Team

- Metaphysics Alliance Support Team
- support@meta-alliance.my
- +60165873141
- We reply within one business day and resolve most requests within five business days.
- Metaphysics Alliance Menara Mitraland, 13A Jalan PJU 5/1 Kota Damansara, 47810 Petaling Jaya Selangor, Malaysia.