

Terms and conditions

1. Membership / General terms and conditions

1.1. The Life Ricette Club (LRC) is part of Life Ricette Sdn. Bhd. (LRSB) which is registered under Company Act 1965 of Malaysia. The membership terms and conditions are an agreement between the members and LRSB.

1.2. Membership of the Life Ricette Club is personal and only available to persons over the age of 18. The membership and benefits cannot be used by anyone other than the individual member.

1.3. Membership will be confirmed via text message and/or email. Each member has a unique membership number. You can find this number when you are logged in to our website or our app.

1.4. Members are responsible for providing their membership numbers in order to receive bonus points and benefits, purchase prepaid plans (represented by "Life coin") and cash back (hereinafter referred to "bonus points").

1.5. In the event of misuse of the membership, bonus points or benefits, the Life Ricette Club reserves the right to exclude the member(s) in question from the programme. Such misuse may include, but is not limited to, behaviour which is troublesome or shows a lack of respect towards the staff, partners or hotels, criminal actions or actions that are generally regarded to be immoral, unethical or contrary to these membership terms and conditions.

1.6. If a member expects to earn bonus points with the Life Ricette Club based on goods and services paid by their employer, members are personally responsible for notifying and obtaining consent from their employer in advance. The Life Ricette Club cannot, under any circumstances, be held responsible if a member does not inform and/or does not obtain prior consent from the employer. The Life Ricette Club generally recommends that members obtain consent from their employer to use bonus points.

1.7. The private use of bonus points earned through work may be regarded as taxable income. It is the member's responsibility to inform his/her employer and/or relevant authorities of this, and to pay all applicable taxes and fees resulting from this use. The Life Ricette Club disclaims all responsibility for taxes or liability to pay taxes that are incumbent on the member in this regard.

1.8. LRSB reserves the right to terminate the Life Ricette Club with a one-month notice period to members. Any such notice will be sent via email, or will be posted as notification on the Life Ricette Club website.

1.9. Should Life Ricette Club have to be discontinued due to conditions pertaining to a country's legislation, a court decision or a prohibition by a country's public

authorities, LRSB will not be held responsible for any losses to the individual member that may ensue from this termination. The Life Ricette Club will, as far as possible, attempt to inform individual members as soon as possible if the circumstances described under this point should arise. Section 1.8 above does not apply in the case of discontinuation in accordance with this regulation

1.10. Members can cancel their membership of the Life Ricette Club at any time. Cancellation must be made in writing and sent to our customer service department.

Email: Lifericette.naturalfood@gmail.com No. Postal address: #01-09, Pangsapuri Dwi Galaksi, Jalan Dato Abdullah Tahir, 80250, Johor Bahru. Cancellation will take immediate effect from the date on which our Customer Service department receives notice of cancellation.

1.11. Cancellation of membership, on any grounds, means that individuals can no longer use earned bonus points, cf. the requirements regarding active membership when using bonus points.

1.12. The Life Ricette Club retains the right, without prior notification to individual members, to change the terms and conditions of its membership programme. Members are responsible for keeping informed about any changes to the membership terms and conditions.

1.13. When changes are made to the membership terms and conditions that require legal consent or approval, the Life Ricette Club will ask its members for consent or approval. The Life Ricette Club reserves the right to terminate membership of members who do not provide their consent or approval of the new terms and conditions. Members may terminate their membership agreement if they no longer wish to be tied to the changed terms and conditions.

2. Member communication, consent and processing of personal data

2.1. LRSB will process personal data that is necessary to enable us or participating partners to comply with the agreement concerning the provision of the Life Ricette Club. The contact information provided by members will be used for communication concerning membership. Further information about the processing of personal data, requirements for transparency, corrections and deletions can be found under our [Privacy Policy](#).

2.2. When signing a membership agreement to join the Life Ricette Club, members are requested to consent to receiving information and offers from Life Ricette Club via email/text/push notification. Members must give their consent to this in order to be eligible to join the membership programme. Members are free to withdraw their consent any time.

2.3. If members have provided their consent, the Life Ricette Club will send information and offers based on former purchases, and the information that

members have provided. The Life Ricette Club can thereby provide a better experience to those who have given their consent.

3. Bonus points

3.1. Bonus Points shall mean that bonus points and benefits earned through consuming goods and services with LRSB, purchase prepaid plans (represented by “Life coin”) and cash back.

On redemption of bonus points, the oldest, valid bonus points will be redeemed first.

3.2. Bonus points earned and membership numbers are personal and cannot be transferred to other members’ bonus accounts or redeemed for cash. **Prepaid plans can be refunded only when the plan has been prepaid more than 6 months and only 70% of value can be refunded.**

3.3. Bonus point earnings are based on the member’s personal transactions. This means that members will be able to earn bonus points for his/her own goods and services consumed, regardless of who pays for it. A member can never earn bonus points for another person’s or another member’s transaction(s).

3.4. Double bonus points and extra bonus points may be awarded subject to terms and conditions.

3.5. The Life Ricette Club reserves the right to deduct any incorrectly posted/earned points within six months without notice.

Gift vouchers from selected partners

Once members have earned bonus points, members can use these points to purchase gift vouchers from selected partners via the points shop on our website.

4. Life Ricette and member responsibility

4.1 LRSB is only responsible for any financial losses relating to membership in the Life Ricette Club if LRSB has been negligent and is the reason for your financial loss.

4.2. LRSB will in accordance to general legal provisions be able to hold you accountable for misuse of membership or membership cards that violate these terms and conditions.

5. Transferring your membership agreement in the Life Ricette Club

5.1 LRSB has the right to transfer your membership agreement in the Life Ricette Club to another company that will continue to operate the Life Ricette Club.

6. Disputes and legal venue

6.1 In the event of disputes regarding the applicable membership terms and conditions, Malaysia law will apply.