

# FurniXtech Refund Policy

## 1. General Terms

FurniXtech is committed to ensuring customer satisfaction and providing a transparent refund process. This Refund Policy outlines the circumstances under which refunds are applicable and the procedures for requesting refunds. By using our platform, you agree to the terms stated herein.

## 2. Refund Eligibility

Refunds may be granted under the following circumstances:

- **Defective or Damaged Products:** If a product is received in a defective or damaged condition, the customer must notify FurniXtech within **7 days** of receipt. Proof of defect or damage, such as photographs or videos, must be provided.
- **Non-Delivery:** If the product is not delivered within the stipulated time frame as per the order confirmation, a refund request can be initiated.
- **Product Mismatch:** If the delivered product significantly differs from the description provided on the platform.
- **Merchant Cancellations:** If a merchant cancels an order before shipping.

## 3. Non-Refundable Circumstances

Refunds will not be provided in the following cases:

- Change of mind after purchase.
- Minor variations in product color, texture, or dimensions within reasonable manufacturing tolerances.
- Products purchased under clearance sales or promotions explicitly marked as non-refundable.
- Damage caused by misuse, neglect, or unauthorized alterations by the customer.

## 4. Refund Process

Customers seeking refunds must adhere to the following steps:

1. Submit a refund request through FurniXtech's platform within **7 days** of product receipt or delivery failure.
2. Provide supporting documentation, such as order confirmation, proof of payment, and evidence of the defect or issue.

3. FurniXtech will review the request and respond within **10 business days** with a decision.

## **5. Refund Method**

Refunds will be issued through the original payment method or as store credits, based on the customer's preference, unless otherwise stated. Refund processing may take **7-14 business days** after approval, depending on the payment provider.

## **6. Refunds for Deposits**

For first-time merchants, the refundable deposit of RM3,800 will only be refunded if the merchant meets the condition of completing at least **three transactions per month for one year**. Refunds for deposits are processed upon the merchant's written request and verified compliance with the conditions.

## **7. Disputes and Arbitration**

If a refund dispute arises, FurniXtech reserves the right to resolve the matter at its discretion. For unresolved disputes, parties may escalate the matter to arbitration in accordance with Malaysian laws.

## **8. Amendments**

FurniXtech reserves the right to amend this Refund Policy at any time. Changes will be communicated through official channels, and continued use of the platform constitutes acceptance of the revised terms.

## **9. Contact Us**

For questions regarding the refund policy, please contact our support team at:

- **Email:** [enquiry@furnixtech.com](mailto:enquiry@furnixtech.com)
- **Phone:** +607-5104106