

## **TERMS AND CONDITION**

Welcome to **ALPHAMAX-INDUSTRIES SDN BHD** for online store. Terms and conditions stated below applies to all visitors and users of [www.safetybox.com.my](http://www.safetybox.com.my). You are bound by these terms and conditions if you're on [www.safetybox.com.my](http://www.safetybox.com.my)

### **General**

The content of terms and conditions may be change, move, or delete at any time. Please note that **ALPHAMAX-INDUSTRIES SDN BHD** have the rights to change the contents of the terms and conditions without any notice. Any violation of rules and regulations of these terms and conditions, **ALPHAMAX-INDUSTRIES SDN BHD** will take immediate actions against the offender(s).

### **Site Contents & Copyrights**

Unless otherwise noted, all materials, including images, illustrations, designs, icons, photographs, video clips, and written and other materials that appear as part of this Site, in other words "Contents of the Site" are copyrights, trademarks, trade dress and/or other intellectual properties owned, controlled, or licensed by **ALPHAMAX-INDUSTRIES SDN BHD**

### **Comments and Feedbacks**

All comments and feedbacks to **ALPHAMAX-INDUSTRIES SDN BHD** will be remain [marketing@safetybox.com.my](mailto:marketing@safetybox.com.my)

User shall agree that there will be no comment(s) submitted to the [www.safetybox.com.my](http://www.safetybox.com.my) will violate any rights of any third party, including copyrights, trademarks, privacy of other personal or proprietary right(s). Furthermore, the user shall agree there will not be content of unlawful, abusive, or obscene material(s) submitted to the site. User will be the only one responsible for any comment's content made.

### **Product Information**

We cannot guarantee all actual products will be the same shown on the monitor as that is depending on the user monitor.

### **Newsletter**

User shall agree that **ALPHAMAX-INDUSTRIES SDN BHD** may send newsletter regarding the latest news/products/promotions etc through email to the user.

## Indemnification

The user shall agree to defend, indemnify, and hold **ALPHAMAX-INDUSTRIES SDN BHD** harmless from and against any and all claims, damages, costs and expenses, including attorneys' fees, arising from or related to your use of the Site.

## Link to other sites

Any access link to third party sites is at your own **ALPHAMAX-INDUSTRIES SDN BHD** will not be related or involve to any such website if the user's content/product(s) got damaged or loss have any connection with third party site.

## Inaccuracy Information

From time to time, there may be information on [www.safetybox.com.my](http://www.safetybox.com.my) that contains typographical error, inaccuracies, omissions, that may relate to product description, pricing, availability, and article contents. We reserve the rights to correct any errors, inaccuracies, change or edit information without prior notice to the customers. If you are not satisfied with your purchased product(s), please return it back to us with the invoice.

## Termination

This agreement is effective unless and until either by the customer or **ALPHAMAX-INDUSTRIES SDN BHD**. Customer may terminate this agreement at any time. However, **ALPHAMAX-INDUSTRIES SDN BHD** may also terminate the agreement with the customer without any prior notice and will be denying the access of the customer who is unable to comply the terms and conditions above.

## Refund Policy

Your full refund will be issued once we have received and examined the returned goods at our return center.

## Shipping and Delivery Policy

Items in stock: 5-7 working days for Standard Delivery items.

Items that are out of stock: Please email or call us for assistance.

## Payments

All Goods purchased are subject to a one-time payment. Payment can be made through various payment methods we have available, such as Visa, MasterCard or online payment methods.

Payments cards (credit cards or debit cards) are subject to validation checks and authorization by Your card issuer. If we do not receive the required authorization, we will not be liable for any delay or non-delivery of Your Order.

## **PRIVACY POLICY**

### **Your Privacy**

ALPHAMAX-INDUSTRIES SDN BHD is totally committed to protecting the privacy of our site visitors and customers. The ALPHAMAX-INDUSTRIES SDN BHD team members are customers themselves of other Internet sites and fully appreciate and respect the importance of privacy on the Internet. We will not disclose information about our customers to third parties except where it is part of providing a service to you - e.g. arranging for a product to be sent to you, carrying out credit and other security checks and for the purposes of customer research and profiling or where we have your express permission to do so.

### **Your Consent**

We will not sell your name, address, e-mail address, credit card information or personal information to any third party (excluding partners from whom you may have linked to our site) without your permission.

### **Communication & Marketing**

If you have made a purchase from our store we may occasionally update you on our latest products, news and special offers via e-mail, post & telephone. You will also be given the opportunity to receive such communications from us and selected third parties when you become a member of ALPHAMAX-INDUSTRIES SDN BHD.

All ALPHAMAX-INDUSTRIES SDN BHD members have the option to opt-out of receiving marketing communications from us and/or selected third parties. If you do not wish to continue to receive marketing from us and/or selected third parties, you should opt-out by visiting 'Your Details' in 'Your Account' on the ALPHAMAX-INDUSTRIES SDN BHD website. You can access 'Your Account' once you register and login. Or click on the 'unsubscribe' link in any email communications which might we send you.

### **What are Cookies?**

A cookie is a small information file that is sent to your computer and is stored on your hard drive. If you have registered with us then your computer will store an identifying cookie which will save you time each time you re-visit [www.safetybox.com.my](http://www.safetybox.com.my), by remembering your email address for you. You can change the settings on your browser to prevent cookies being stored on your computer without your explicit consent.

### **Site Statistics**

We may disclose aggregate, anonymised statistics about the number of visitors to this Website or number of purchases made as required by our investors. We use an independent measurement and

research company to gather data regarding the visitors to this Website on our behalf using cookies and code which is embedded in the site. Both the cookies and the embedded code provide statistical information about visits to pages on the site, the duration of individual page view, paths taken by visitors through the site, data on visitors' screen settings and other general information. ALPHAMAX-INDUSTRIES SDN BHD uses and stores this type of information, as with that obtained from other cookies used on the site, to help it improve the services to its users. Further information regarding the way in which this information is obtained and used can be obtained by contacting us.

### Disclosures of your information

We may disclose your personal information to any of our group of companies. We may also disclose your personal information to third parties:

In the event that ALPHAMAX-INDUSTRIES SDN BHD sells or buys any business or assets.

If ALPHAMAX-INDUSTRIES SDN BHD or substantially all of its assets are acquired by a third party, in which case personal data which we hold about our customers may be one of the transferred assets; or

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of; or to protect the rights, property, or safety of, ALPHAMAX-INDUSTRIES SDN BHD our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

### Third Party Sites

Our site may contain links to and from the websites of our partner networks, advertisers and other third parties. If you follow a link to any of these websites, please note that they have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

### Checking Your Details

If you wish to verify the details you have submitted to ALPHAMAX-INDUSTRIES SDN BHD you may do so by contacting us via the e-mail address or address given below. Our security procedures mean that we may request proof of identity before we reveal information. This proof of identity will take the form of your e-mail address and password submitted upon registration. You must therefore keep this information safe as you will be responsible for any action which we take in response to a request from someone using your e-mail and password. We would strongly recommend that you do not use the browser's password memory function as that would permit other people using your terminal to access your personal information.

## Contacting Us

We are always pleased to hear from our customers (even if it is a complaint!). We are always grateful for any time you spend providing us with the knowledge we need to ensure our customers are completely satisfied - we want you to return to the site and to recommend us to your friends and family. If you have any questions or feedback about this statement, or if you would like us to stop processing your information, please do not hesitate to contact a member of the ALPHAMAX-INDUSTRIES SDN BHD team, who will be delighted to answer any questions you may have.

## **SHIPPING,CANCELLATION,AND REFUND POLICY**

### **CANCELLATION PRIOR TO SHIPMENT**

No cancellation is allowed once the order is place online.

### **RETURN POLICY**

The following are the policies to be eligible for return requests after shipment/ receipt of goods:

You are responsible for the cost and risk of returning the goods to us. You should send to our following address:

**ALPHAMAX-INDUSTRIES SDN BHD**

Contact: **03-91741222**

Business address: **Lot 27, Jalan 11/118B, Desa Tun Razak 56000 Kuala Lumpur**

Orders are returnable within 7 working days starting from the day the goods are delivered to you if they are incorrect, damaged or defective.

Only items that have been purchased online directly from **ALPHAMAX-INDUSTRIES SDN BHD** can be eligible for a return with T&C

Any **ALPHAMAX-INDUSTRIES SDN BHD** product purchased through other retailers is not eligible for this policy and must be in accordance to the respective retailers' returns and refunds policy.

T&C:- Goods are eligible for a return if the following are applied:

#### **Incorrect:**

The item is not the item you ordered. Wrong size or model is different from what is indicated on the order summary.

#### **Damaged:**

The items are found to be damaged upon receipt. Items has been tampered/refurbished or modified. Customers will be responsible for all shipping charges to return goods. Returns are applicable only for a complete **ALPHAMAX-INDUSTRIES SDN BHD** product.

Returned items must meet the following requirements:

- The item must be shipped back to us within 7 working days upon receipt. (as proved by the postal or courier receipt).
- You have proof of purchase (order invoice number and receipt).
- Item must be in new condition and returned in its original packaging and free gifts received with it. All packaging must be unused, unmarked and not defaced in any manner.
- Item must be returned in the original box (or with, at least, suitable packaging) to protect the Product from damage during return delivered.

Change of order and cancellation of order will not be permitted once payment has been confirmed. Any cancellations due to a change of mind will not be accepted.

We reserve the right to reject any cancellation, refund that deemed unfit or unreasonable.

## **REFUND POLICY**

Your full refund will be issued once we have received and examined the returned goods at our return center. Once the returned goods fulfil our return policy, the full refund will be initiated. The method of refund will be processed depending on your original payment method:

Online Bank Transfer, full refunds will be credited into your bank account via online bank transfer, which should be posted within 14 working days.

Credit card refunds services, refunds will be sent to the card-issuing bank.

Kindly contact your card-issuing bank with regards to the duration of the credit refunds.

## **SHIPPING POLICY**

### Shipping Address

We will only ship to addresses provided in the billing address or shipment address provided during your purchase.

Please ensure correct addresses and reachable phone number are provided when completing your order. We do not ship to P.O Boxes (Post-Office Box) and only to valid legitimate shipping addresses.

We will not be liable in the event of an incorrect shipping address is provided and goods are returned to us.

All re-delivery of goods to you will be charged for a associated shipping charges which will be disclosed upon request for a second delivery attempt.

### Change In Shipping Address

If you have any request for change of shipping address within Klang Valley, please email us at [marketing@safetybox.com](mailto:marketing@safetybox.com) within 12 hours upon your order submission

If request of change in shipping address is made after 24 hours upon order confirmation, customers will be responsible for any associated shipping charges.

### Shipping Time

It typically takes between 4-7 working days (Monday to Friday) for goods to arrive at your destination within Klang Valley and up to 30 days for delivery of others states except east coast delivery like Pahang, Terengganu and Kelantan will took up to 60 days for delivery. The shipment will be delivered during office hours between 9:00 am to 5:00 pm weekdays only.