

Refund and Return Policy

The Refund and Return Policy shall be applicable to Sale Contracts entered into between you and BonusLink (except for Section C below). The refund and return of goods and/or services in respect of Third Party Sale Contracts shall be subject to Section C and may be subject further to the refund and return policy of the relevant third party seller/Supplier/Partner.

Section A: No Show and Cancellation for no valid reasons

Late-cancellation and no-show policy: BonusLink maintains a free cancellation policy before the stipulated cancellation deadline. If you wish to cancel the Sale Contract in respect of any goods and/or services entered into between you and BonusLink, you must do so in accordance with the cancellation cut-off time specified by us. If you cancel the Sale Contract after the cancellation cut-off time, this will be considered as a "late cancellation" or if you do not redeem or utilise your purchased vouchers, goods and/or services, this will be considered as a "no-show".

Save and except cancellation of the Sale Contracts within the cut-off time as specified above, no refunds (either in the form of money or credit) or cancellation without any valid reasons is allowed. For the avoidance of doubt, no refund or cancellation is allowed for no show. There will also be no refunds for any partially used or unused goods and/or services without any valid reasons.

Sale Contracts which are canceled within the cut-off time specified by us will be processed by us in the following manner:

- (a) the refund will be made in the form of Points, cash and/or any other relevant methods subject to our sole and absolute discretion including but not limited to Cashback within 14 working days upon cancellation initiation. In the event that the refund is made in the form of Cashback to your Account, the Cashback will be valid for a period of 3 months (or such other period as determined by us from time to time) from the date the Cashback is successfully credited into your Account and the Cashback may be used by you to offset your transactions on the e-commerce Platform (namely, the BonusLink App). Please note that Cashback is merchant specific (please refer to the Cashback Policy).

If more than 24 hours have passed, you can reach out to us via call at 03-7626 1000 or email us at memberservices@bonuslink.com.my for issues with your transaction.

A processing fee of 10% per transaction will be incurred for eligible cash refund requests. Once initiated, the cash refund will reflect in your statement within 14 working days.

You shall pay for all charges, fees, costs and/or expenses incurred by any financial institution including but not limited to the bank and payment gateway, if any, which may be deducted from the amount of refund.

Section B: Faulty or defective goods

The remedies stated below are applicable to you to the extent the Consumer Protection Act 1999 ("CPA") applies to you and shall be without prejudice to other rights you have under the CPA. In the event the CPA does not apply to you, the remedies stipulated below shall merely be a guidance and the availability of such remedies shall be subject to our reasonable adjustments at our discretion. Please note that certain remedies may not be available to you due to the nature of the goods and/or services (e.g. certain goods are non-returnable for hygienic purposes).

1. Claim against Manufacturer

You may claim against the manufacturer of the goods, where applicable.

2. General Remedies

In the event that the goods purchased by you from BonusLink: (i) is found to be not of acceptable quality; (ii) does not correspond with the description; or (iii) fail to comply with the implied guarantees under the CPA or is found to be defective or faulty, you shall contact us immediately or within a reasonable time ("**Defect/Defective**").

Upon being notified by you of any such Defect, we may carry out an examination and investigation as to the cause of such Defect. Provided that such Defect is not due to reasons attributable to you, you may require us to:

- (a) replace the goods (subject to availability);
- (b) refund to you the payment received by us in respect of the goods (where cannot reasonably be expected to repair/replace);
- (c) repair the goods (to the extent we are able to do so);
- (d) cure/remedy the Defect (to the extent we are able to do so); or
- (e) other reasonable remedies mutually agreed between you and BonusLink.

3. Right to reject/cancel the contract

In the event any Defect is one that cannot be remedied or of a substantial character, you may reject the goods subject to the provisions below and in the CPA.

If you wish to reject the goods, you are required to notify BonusLink of your decision and the ground(s) for the rejection and return the rejected goods to BonusLink.

When you exercise the right to reject the goods, we may:

- (a) replace the rejected goods with the goods of the same type and of similar value (where such goods are reasonably available to us);
- (b) refund any payment received by us or other consideration provided by you in respect of the rejected goods; or
- (c) other reasonable remedies mutually agreed between you and BonusLink.

Your right to reject the goods will be lost where:

- (a) The right is not exercised within reasonable time;
- (b) The goods have been disposed of by you;
- (c) The goods have been lost or destroyed while in your possession or of a person other than us;
- (d) The goods were damaged after delivery to you for reasons not related to their state or condition at the time of the supply; or
- (e) The goods have been attached to or incorporated in any real or personal property and the goods cannot be detached or isolated without damaging them.

Section C: Third Party Goods and/or Services

Where any goods and/or services in respect of the Sale Contract entered into between you and any third party seller/Supplier/Partner is found to be Defective or fail to comply with the implied guarantees under the

CPA, you are required to liaise directly with the relevant third party seller/Supplier/Partner within reasonable time and is subject to the refund and return policy of the relevant third party seller/Supplier/Partner.

Any cancelled, reversed transaction or any refund will be processed upon being notified of the relevant cancellation, reversal or refund. Once the relevant third party seller/Supplier/Partner cancels the transaction on its end, the refund will be made to your card and/or via any other relevant methods subject to our sole and absolute discretion including but not limited to Points, cash and Cashback. The amount will be reflected in your statement within 14 working days upon completion of cancellation by the relevant third party seller/Supplier/Partner. In the event that the refund is made in the form of Cashback to your Account, the Cashback will be valid for a period of 3 months (or such other period as determined by us from time to time) from the date the Cashback is successfully credited into your Account and is automatically used on your next transaction with us, sitewide (or such other Platform as determined by us from time to time).

Generally and unless otherwise permitted by the third party seller/Supplier/Partner, if you have purchased goods and/or services from third party seller/Supplier/Partner via Payment Services and have received your goods and/or services from the third party seller/Supplier/Partner, no cancellation is allowed for no valid reasons.