

CANCELLATION, RETURN AND REFUND

1.1 UU2 shall have the discretion to cancel any Transaction at any time where it deems it necessary, if:

- (a) The Transaction, for whatever reason, is prohibited by law;
- (b) The Transaction is in breach to this Terms;
- (c) The Consumer is in breach to this Terms;
- (d) The completion of the Transaction will result in breach to this Terms;
- (e) The cancellation is to protect the interests of the Consumer, Merchant and/or any relevant third party; or
- (f) There are any electronic, operational, server, system, partnership or technical error.

The Consumer and Merchant will be notified of the cancellation above in writing by means of email registered to the platform and by communication channel available on the platform. The monies paid by Consumer will be refunded by the Merchant to the Consumer after deducting the incurred administrative fees, processing fees and banking charges.

1.2 UU2 platform also allows **Cancellation by Consumer, subject to the following:**

(a) After Order Confirmation:

Once payment for the Order has been confirmed by the platform, consumer is able to do cancellation subject to certain cancellation reasons. Upon the confirmation of cancellation, the Consumer's refund request will be credited to the Consumer no later than fourteen (14) Business Days from the date of the confirmation of cancellation from UU2.

(b) After Order has been handed over to delivery partner:

Once a Product has been handed by Merchant to Logistics Partner to be delivered to Consumer, the status for the Order on the Platform will be updated to "Shipping". The Order cannot be cancelled from this point onwards.

(c) No cancellation allowed for Team Purchase

Team Purchase Orders has a no cancellation by Consumer policy as laid out in Clause 8.2 of this Terms.

- (d) The Consumer is in breach to this Terms;
- (e) The completion of the Transaction will result in breach to this Terms;
- (f) The cancellation is to protect the interests of the Consumer, Merchant and/or any relevant third party; or
- (g) There are any electronic, operational, server, system, partnership or technical error.

1.3 Return And Refunds Policy – if you are not satisfied with your purchase, you may initiate the return process of your purchase within five (5) days of return acceptance by the merchant, in accordance with our Exchange or Refund/Exchange Policy whereby the Product shall be unused, consumed or in any way altered from how it was received. The Product shall be in the original brand packaging (if applicable). This policy is applicable only to those products which do not fall under the list of non-refundable brands/items provided on our Platform.

1.4 User receiving Defective Products or Products that do not conform to Written Descriptions.

In the event Consumer rejects the Product on the grounds that the Product is faulty, defective or damaged, or the Product delivered does not conform to the written specification or descriptions as stated on the Merchant's Product page, the Consumer must notify the Merchant via the Platform within two (2) days from the receipt of the Product. Any request submitted via other mode of communication, such as email, letter or phone will not be entertained. Within two (2) days from Customer's Rejection Request, the Merchant may request from the Consumer the proof of defect, faulty or damaged products or products not conforming to written descriptions for purposes of processing the Consumer's complaint. Should the Consumer is unable or refuse to provide sufficient evidence to support its rejection of the Product, UU2 and/or the Merchant shall have the discretion to reject the Consumer's request.

Upon the Consumer's notification in accordance with clause 18.3 and 18.4, the Merchant shall:

- (a) Investigate the Consumer's complaint to determine whether the Consumer's complaint is justifiable or has merits;
- (b) **If the Consumer's complaint is justified or with merits**, whereby the Product is found to be defective, faulty or damaged due to no fault of the Consumer, Consumer shall be entitled, at the Merchant's sole and absolute discretion, determine whether the Consumer will receive a refund or replacement for the Product; and the Merchant shall be responsible for all costs associated with the return and refund or replacement. The Consumer will be required to provide receipt or evidence of the costs involved.
- (c) **If the Merchant determines that the Product is defective, faulty or damaged and that such defect, fault or damage is attributed to mishandling of the Product by the Consumer, the Merchant will not be liable to accept / replace the returned Product. In such instance, if the Consumer has returned the Product to the Merchant, the Consumer shall be responsible for all costs associated with the return of the Product to the Merchant and back to the Consumer.**