

Refund Policy

Welcome to Shippez.com return and refund policy. This Policy ("Terms") will set forth our guidelines to any return or refund made available by Shippez.com. In these Terms references to 'you' and 'your' and 'passenger(s)' include the person named on the shipping order and all people on whose behalf a shipping order is made or any other person to whom a shipping order is transferred.

1. Refund Policy:

- a. No refund can be given once the truck arrives at your destination to pick up the goods.
- b. Any cancelation of services given within the allocated 24 hours before the truck is due at your destination for pick-up will be provided a full refund.
- c. Only goods that are insurance by Chubb coverage will be replaced (as per insurance sum purchased).
- d. Any goods that are damaged or lost during transit without insurance, Shippez.com will not be held responsible.
- e. Shippez.com does not offer cash back on behalf of credit card provider
- f. Refunds will not be issued for amounts less than RM 5.00

2. Refund Disclaimer

We do not accept any return of your items and We do not replace any of your items. We will endeavor all reasonable care to ensure that Our Services conform with the standard delivery care of any delivery services in Malaysia. We will examine any defects of your item prior to the loading of your items for transportation. Please inform us if any of your items are fragile or hazardous and whether there is a risk of damage while in transportation, loading and unloading.

3. Cancellation

Once delivery is confirmed, we will not refund your purchase of 'Our Services'. If there is any cancellation prior to the confirmation of delivery, please notify us via email or telephone. We will inform you whether you are entitled for a refund within a reasonable period of time. We will refund your purchase of 'Our Services' and a credit will be applied to your original method of payment or any such manner as may be communicated to you.

4. No Waiver

Shippez.com offers no waivers in any case. The failure to exercise or delay in exercising a right or remedy provided hereunder or by law does not constitute a waiver of the right or remedy or waiver of other rights or remedies.

5. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with Malaysian law and the parties irrevocably submit to the exclusive jurisdiction of the Malaysian courts.

6. Special Terms

- a. Credit card payment will be accepted for the account balance only. Onlinefellas Sdn Bhd (Shippez.com) will not provide cash back to customer.
- b. If Credit Card Company refuses to submit payment, Onlinefellas Sdn Bhd (Shippez.com) reserves the right to cancel the product or service purchased by the customer.
- c. Refunds will not be issued for amounts less than RM 5.00.
- d. For Goods shipped and lost or damaged the Client must purchase Chubb insurance.

7. Changes to The Terms and Conditions

We reserve the right to update these Terms and Conditions at any time and any changes may be made without notice to you. We recommend you to read this Terms and Conditions periodically.

By continuing to access or use 'Our Services' after those revisions or changes become effective, you agree to be bound by the revised terms. If you do not agree to the new Terms and Conditions, please stop using the Website and/or Our Services.