

## **Online Payment Terms & Conditions and Refund Policy**

### **1. Introduction**

These Terms and Conditions govern all payments made for products and/or services purchased from K1 KARTING ("we," "us," "our") via our website [www.k1karting.com.my](http://www.k1karting.com.my) or associated platforms. By proceeding with a payment, you ("the Customer," "you," "your") acknowledge that you have read, understood, and agree to be bound by these terms, along with our general [Terms of Service] and [Privacy Policy].

### **2. Payment Methods**

We accept the following payment methods:

- \* Credit/Debit Cards (e.g., Visa, MasterCard, American Express)
- \* E-Wallets (e.g., Alipay, Wechat, TnG, GrabPay, Shopee Pay)
- \* FPX (B2B / B2C)

All payments are processed through our secure third-party payment processors. You agree to provide current, complete, and accurate payment information for all purchases.

### **3. Pricing and Currency**

All prices for our products and services are listed in Malaysian Ringgit (MYR). Prices are subject to change without notice. You are responsible for any taxes (such as sales tax, VAT, or GST) that may apply to your transaction, as required by law.

### **4. Payment Security**

We implement a variety of security measures to maintain the safety of your personal information. All sensitive payment information is transmitted via Secure Socket Layer (SSL) technology and encrypted into our payment gateway providers' databases, only to be accessible by those authorized with special access rights to such systems, who are required to keep the information confidential.

We do not store your full credit card details on our servers.

### **5. Billing Cycle (For Subscriptions/Recurring Payments)**

If you purchase a subscription service:

- a. You authorize us to charge the subscription fee at the then-current rate to your chosen payment method.
- b. The billing cycle is typically [Monthly/Annual] and will automatically renew at the end of each cycle unless you cancel it.
- c. You can cancel your subscription at any time through your account settings or by contacting us. Cancellation will stop future charges but does not result in a refund for the current billing period.

## 6. Order Confirmation

After completing a payment, you will receive an email confirmation to the address you provided. This email serves as your invoice and proof of purchase. Please retain it for your records.

## **Refund & Cancellation Policy**

### 7. General Refund Policy

Our general policy regarding refunds is as follows:

**Digital Products & Services (Non-Subscription):** Due to the nature of digital goods, which can be duplicated and retained upon download, we generally do not offer refunds or credits for digital products (e.g., e-ticket) once the purchase is completed and the product is accessed or downloaded.

**Physical Products:** You may return most new, unopened physical items within 7 days of delivery for a full refund of the product cost. The item must be in its original packaging and condition. Shipping costs are non-refundable, and you are responsible for the cost of return shipping.

### 8. Membership Subscription Cancellations & Refunds

You may cancel your subscription at any time. Cancellation will prevent automatic renewal for the next billing cycle.

We do not provide refunds for partial months or years of service, or for unused time in a billing cycle after a cancellation. Your access to the subscription service will continue until the end of your current paid billing period.

### 9. Eligibility for Refund

To be eligible for a refund (where applicable), you must:

- a. Notify us of your request within the specified timeframe for the product/service type.
- b. Provide a valid proof of purchase (order number, receipt).
- c. For physical goods, return the product to us in its original condition.

### 10. Refund Process

If your refund is approved:

- a. We will initiate a refund to your original method of payment.
- b. The time it takes for the refund to be credited to your account depends on the policies of your bank or payment provider, but it typically takes about 5-10 business days.

## 11. Exceptions

Notwithstanding the above, we reserve the right to issue refunds or make exceptions to this policy at our sole discretion, particularly in cases of:

- a. Demonstrable technical faults that we are unable to resolve.
- b. Duplicate charges due to a processing error.
- c. Other extraordinary circumstances.

## 12. Disputed Charges (Chargebacks)

If you believe a charge is incorrect, we strongly encourage you to contact us directly at [sales@k1karting.com.my](mailto:sales@k1karting.com.my) or +60183698080 before disputing the charge with your bank or payment provider. We will work with you to resolve the issue promptly.

Filing a chargeback without first contacting us is a violation of these terms. We may dispute unjustified chargebacks and reserve the right to suspend or terminate your account if a chargeback is filed.

## 13. Contact Us

If you have any questions about these Payment Terms, our Refund Policy, or to request a refund, please contact our customer service team:

Email: [sales@k1karting.com.my](mailto:sales@k1karting.com.my)

Whatsapp: +60183698080

Mailing Address: 2, Jalan Setia Dagang AG U13/AG, Setia Alam, Seksyen U13, 40170 Shah Alam, Selangor Darul Ehsan, Malaysia.