

# GENERAL TERMS & CONDITIONS

## SHOPPING POLICY

This site is operated by **Ascence International Sdn Bhd (Co No. 1182090-K)** herein known as “The Ascence”.

This document contains the terms and conditions that you agree to be bound by if you use The Ascence e-Store. The below terms and conditions (“the Conditions”) and the [Terms of Use](#) apply to your use of The Ascence e-Store and to any purchases you make through The Ascence e-Store.

In the event of any conflict between the Terms of Use and these Conditions, the latter shall prevail. These Conditions and the Terms of Use apply between you and Ascence International Sdn Bhd, whose registered office is at 8-8 Infinity Tower, No.28 Jalan SS6/3 Kelana Jaya, 47301 Petaling Jaya, Selangor. Malaysia. Please address any complaints, queries or correspondence regarding these Conditions or The Ascence e-Store, to the contacts as listed in our [contact us](#) page.

## PURCHASING THE ASCENCE PRODUCTS

Eligibility to order criteria:

You may purchase products available for sale and details of which appear on The Ascence e-Store; for delivery within Malaysia.

For personal use, either by yourself or by your intended recipient(s) of the products.

Details of the products available for purchase (including their price) are set out on The Ascence eStore. The Ascence takes all reasonable care to ensure that all details, descriptions and prices of products appearing on The Ascence e-Store are correct at the time when the relevant information is placed onto The Ascence e-Store. Although every effort is made to keep The Ascence e-Store as up-to-date as possible, the information appearing at a particular time may not always reflect the position exactly at the moment you place an order.

## ORDERING PRODUCTS

Once you have selected the products you wish to order, click on the “Checkout” button at the end of the checkout process.

Once you have clicked on the “Checkout” button, you have made a binding offer for the sale of goods. Your offer at this stage is still subject to our acceptance. In order that we may accept your offer, we obtain an authorisation from your BANK for the amount detailed on the order summary page. We are not taking funds from your BANK ACCOUNT/CARD at this stage, although the amount available for you to spend will be reduced by the authorisation. This is a normal process with the BANKs. If your BANK should not give an authorisation, your order will not be processed further.

- We are deemed to have accepted your offer, and a corresponding contract of sale for the products you have ordered is concluded between you and The Ascence only upon those products being dispatched to you, as detailed in the delivery order.

**The Ascence may refuse or be unable to process your order if:**

- The product you ordered is discontinued or no longer available.
- Your BANK does not give authorisation for the payment of the purchase price.
- You do not meet the eligibility to order criteria set out above.

## **ORDER CANCELLATION**

Before you place your order, you can view the contents and the total amount in your shopping basket. Once your order has been submitted successfully and payment is received for your purchase, the order will be "Sent for Delivery," entering the delivery process immediately. We advise that you carefully review and modify your order **prior to payment submission**. Once your order has been "Sent for Delivery", it has entered the delivery process and **no further changes can be made**.

## **REFUND AND EXCHANGE POLICY**

### **What if I changed my mind or am unsatisfied with my online purchase?**

- If you are not fully satisfied with your online purchase, we are more than happy to exchange the product within 7 days of delivery provided that it is still unused and unopened.
- To effect the return, kindly contact us at [customerservice@ascence-int.com](mailto:customerservice@ascence-int.com) with details of your transaction. Our office hours are Monday to Friday (excluding Public Holidays) from 9AM-5PM.
- You will be required return the product(s) to the following address:

**Ascence International Sdn Bhd**  
8-8 Infinity Tower,  
No.28 Jalan SS6/3 Kelana Jaya,  
47301 Petaling Jaya, Selangor.

- Customers are advised to use a reliable courier service to return the products to the above mentioned address at their own cost.
- The customer will be credited the full value of the product, excluding delivery costs.
- No refund is allowed.

### **Non-refundable**

- **If purchased wrong items / products**
- **If products sabotage intentionally**
- **Once the product is used or sealed is open**

### **What should I do if I receive damaged or incorrect product(s)?**

- We will arrange for a pick up to collect the product and exchange the damaged/incorrect product with the correct product or product(s).
- However, if the product/product(s) are out of stock, a credit voucher of equal value to your purchase will be sent to your email.
- Kindly contact us at [customerservice@ascence-int.com](mailto:customerservice@ascence-int.com) to arrange the pick up of your product(s). Our office hours are Monday to Friday (excluding Public Holidays) from 9AM-6PM.

### **What should I do if I have an allergic reaction to the product I purchased online?**

- In the rare circumstances that you believe one of our products is causing you to suffer an allergic reaction to our products, , we ask you to stop using the product/s immediately.

- Please provide details of your allergic reaction & a photo to [customerservice@ascence-int.com](mailto:customerservice@ascence-int.com) so we can help you determine the cause of your reaction.
- Please allow up to 14 working days for us to investigate these claims.
- Kindly contact us at [customerservice@ascence-int.com](mailto:customerservice@ascence-int.com) to arrange the pick up of your product(s). Our office hours are Monday to Friday (excluding Public Holidays) from 9AM-6PM.
- You can choose to either exchange with another product(s) or a refund.
- Please allow at least up to 14 working days (excluding Public Holidays) for us to process your refund.
- We are committed to providing quality products to our customers. The Ascence reserves the right to limit or deny returns, exchanges or refunds.
- In exceptional cases, The Ascence will decide on refunds and exchanges on a case-by-case basis.

### **GENERAL**

The Ascence reserves the right to:

- Modify or withdraw, temporarily or permanently, The Ascence e-Store (or any part thereof) with or without notice to you; The Ascence shall not be liable to you or any third party for any such modification or withdrawal; and/or
- Change the Conditions from time to time, and your continued use of The Ascence e-Store (or any part thereof) following such change shall be deemed to be your acceptance of such change. It is your responsibility to check regularly to determine whether the Conditions have been changed. If you do not agree to any change to the Conditions then you must immediately stop using The Ascence e-Store.
- If The Ascence should change these Condition, your order(s) will be subject to the Terms and Conditions at the Date and Time of your placed order. These Terms & Conditions are available for viewing under the [Terms of Use](#) .
- If any part of the Conditions is declared unlawful or unenforceable, then that provision shall be deemed deleted from the Conditions and the remaining provisions of the Conditions shall remain in full force and effect. Malaysian law applies to these Conditions and any dispute relating to the Conditions shall be settled by the Malaysia courts.