



YIZU MADE

YIZU MADE STUDIO

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YIZU MADE STUDIO E-COMMERCE USER POLICIES

1. Terms & Conditions

- Overview: These are the rules for using your website.
- Agreement: By using this site, you agree to these terms.
- Products & Services:
 - All product descriptions, images, and prices are subject to change.
 - We reserve the right to limit sales and correct any errors.
- Account Responsibilities:
 - You are responsible for keeping your account info accurate and secure.
- Prohibited Activities:
 - You must not misuse the site (e.g., spam, viruses, unauthorized data collection).
- Intellectual Property:
 - All content on this site (logos, text, images) is our property and is protected by copyright law.
- Termination: We can suspend or terminate your account for violating these terms.
- Governing Law: These terms are governed by the laws of Malaysia.

2. Refund Policy

- Overview: Explains how returns and refunds are handled.
- Eligibility for Return/Refund:
 - Items must be returned within a specified period (e.g., 7, 14, or 30 days) from delivery.
 - Items must be unused, in its original packaging, and with tags attached.
- Non-Returnable Items:
 - Clearly list items that cannot be returned (e.g., personalized goods, perishables, intimate apparel).
- Process:
 - Contact our customer service first to request a return and get a Return Authorization.
 - The customer is responsible for return shipping costs, unless the item was faulty or incorrect.

Refund Method:

- Refunds will be issued to the original payment method.
- Please allow a processing time (e.g., 7-14 business days) after we receive the returned item.

- Damaged or Wrong Items:
- Contact us immediately if you receive a damaged or incorrect item. We will cover the return shipping.

3. Privacy Policy

- Overview: Explains how you collect, use, and protect customer data, as required by Malaysia's PDPA.
- Information We Collect:
 - a. Personal Info: Name, email, shipping address, phone number, payment details.
 - b. Automated Data: IP address, browser type, pages visited (via cookies).
 - c. How We Use Your Information:
 - i. To process and fulfill your orders.
 - ii. To communicate with you (customer service, updates).
 - iii. For marketing (only with your consent - you can opt-out).
 - iv. To improve our website and services.
 - d. Data Sharing:
 - i. We do not sell your personal data.
 - ii. We may share it with trusted third parties only to operate the site (e.g., payment gateways, shipping companies). They are bound to protect your data.
 - e. Data Security:
 - i. We implement security measures to protect your personal information.
 - f. Your Rights (PDPA):
 - i. You can access, correct, or update your personal data.
 - ii. You can withdraw consent for us to use your data (contact us to do so).
 - g. Cookies:
 - i. Our website uses cookies to enhance your experience. You can disable them in your browser settings.
 - ii. Policy Updates: We may update this policy. Changes will be posted on this page.