

# REFUND POLICY

Last Updated: 1<sup>st</sup> Mar 2025

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## 1. CANCELLATION/REFUNDS

- 1.1. All GoFluence Points purchased by the user are strictly non-refundable under any circumstances.
- 1.2. Users understand and agree that GoFluence Points are virtual goods and do not constitute a tangible product or service. Therefore, they cannot be transferred, returned, exchanged, or refunded.
- 1.3. Users acknowledge that the purchase of GoFluence Points is considered final and non-reversible. Users agree not to initiate chargebacks, payment reversals, or disputes with any financial institution once the transaction is completed.

## 2. VALIDITY

- 2.1. GoFluence Points carry a standard validity period of 365 days from the date of purchase unless otherwise stated.
- 2.2. The validity period of GoFluence Points may vary depending on the marketing campaigns, promotions, or special offers operated by GoFluence at the time of purchase.
- 2.3. Users understand and agree that the validity period of their GoFluence Points may be subject to change without prior notice, based on the terms and conditions of specific marketing campaigns.
- 2.4. GoFluence reserves the right to extend, shorten, or modify the validity period of GoFluence Points at its discretion, in accordance with applicable laws and regulations.

## 3. VERIFICATION OF VALIDITY

- 3.1. Users may verify the validity period of their GoFluence Points at any time through a dedicated panel available in their account section on the GoFluence platform.
- 3.2. It is the responsibility of users to regularly check and monitor the validity status of their GoFluence Points and take appropriate actions, such as redemption or utilization, before the expiration date.

#### **4. PRIORITIZATION OF POINTS USAGE**

- 4.1. Users acknowledge that when utilizing GoFluence Points, the system will prioritize points with the least amount of validity left.
- 4.2. This means that GoFluence Points nearing their expiration date will be utilized first in any eligible transactions or activities, to ensure efficient usage and to minimize the risk of expiration.

#### **5. RESTRICTIONS ON TRANSFERABILITY**

- 5.1. Attempts to circumvent this restriction through multiple account ownership, third-party transfers, or other indirect means are strictly prohibited
- 5.2. Users may only utilise GoFluence Points for their account and cannot transfer, sell, or exchange them with any other individual or entity.

#### **6. USAGE LIMITATIONS**

- 6.1. GoFluence Points may only be used for transactions, activities, or services as permitted by GoFluence and outlined in the terms and conditions of the platform.
- 6.2. Users may not use GoFluence Points for any illegal, fraudulent, or unauthorized purposes, including but not limited to money laundering or financing of illegal activities.

#### **7. GOVERNING LAW AND JURISDICTION**

- 7.1. This refund policy shall be governed by and construed in accordance with the laws of Malaysia, without regard to its conflict of law principles.
- 7.2. Any dispute arising out of or in connection with this policy shall be subject to the exclusive jurisdiction of the courts of Malaysia, to which both parties hereby submit.

By purchasing GoFluence Points, users acknowledge and agree to abide by the terms and conditions outlined in this refund policy. GoFluence reserves the right to modify, update, or amend this policy at any time without prior notice. Users are advised to review this policy periodically for any changes.