

# **VIRTUAL RUN POLICY**

## **A. Shipping Policy**

### **1.1 Ships Time**

Orders received will be processed and delivered to your door step within 21 days via courier service.

### **1.2 Shipping Coverage**

Orders are shipped within Malaysia only. We do not ship to P.O. Box address.

### **1.3 Shipping Cost**

We are charging RM15 flat rate per order for delivery within Peninsular Malaysia and RM20 flat rate per order for delivery to East Malaysia. It may differ depending on type of events.

## **B. Return & Refund Policy**

### **1. Refund Policy**

**1.1** All race entry fees are non-refundable, and cannot be deferred towards a future race, nor can an entry be transferred from one race to another. You do not have a right to change your mind since the race entry fee is charged in return for our entering you into the race. Your entry is completed as soon as you have completed the race entry process.

**1.2** You may request for refund if and only you accidentally bank-in or bank transfer an amount that exceeding the actual fees.

**1.3** Refund of returns entitlements shipping fee (refer return policy) is also under the case of special refund request

**1.4** For special refund request (refer 1.2 and 1.3) Participant need to notify us at Move On Facebook Page inbox message, by [Whatsapp 011-2616 6839](https://www.whatsapp.com/business/profile/011-26166839) or email [info@mov3on.com](mailto:info@mov3on.com) to report on the issue not more than a week after payment has made.

### **2. Return Policy**

**2.1** Return/Exchange of entitlements can be arranged under the following reasons:

- a. If the entitlements delivered are in damaged condition; or
- b. If the entitlements delivered to the wrong participant; or
- c. If the entitlements is different from the order delivered. Entitlements for return shall be returned in its original condition, quantity and packaging as it first delivered to the participant together with proof of purchase.

**2.2** In circumstances, there is damaged or different entitlement upon participant collection and there is no request for refund, participant can send back the rewards kit to the **GISEL UNITED SDN BHD ( 908900-D )** address **(No.59 Jalan Permai 1C/ KS09 Taman Pandamaran Permai 42000 Pelabuhan Klang Selangor. Malaysia.)** for replacement of rewards kit.

### **3. Privacy Policy**

**3.1** We are committed to protect your privacy. We do not sell, share or trade customers personal information collected online with third parties. Please read the Statement of Privacy to be more aware about our policy on collecting, using and disclosing any information.

## **4. Usage of Information**

**4.1** You agree that the personal information we collect from you will be used and or shared within our corporate group and to third parties for one of the following purposes:

- To deliver reward kit that you won from the Move On Virtual Run.
- To inform and update you on the delivery of the product and for customer support purposes;
- To provide you with relevant information;
- To process your orders and to provide you with the services and information offered through our app and which you may request;
- To allow us to administer your registered account with us;
- To conform to legal requirements or comply with legal process;
- To verify and carry out financial transactions in relation to payments you may make online. For example, payments that you make through our app will be processed by Gisel United Sdn.Bhd.

**4.2** The personal information we collect may include your:

- Name
- Telephone Number
- Mobile Number
- Delivery Address
- Billing Address
- Email Address

## **5. Information Security**

**5.1** We employ certain security measures, such as encryption where appropriate. We also take appropriate steps to ensure that your information is treated securely.

**5.2** Third party links

- Occasionally, at our discretion, we may include or offer third party products or services on our app. These third-party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

## **6. Changes to the Privacy Policy**

We reserve the right to modify and change the Privacy Policy at any time. Any changes to this policy will be published on our app. You should check this Policy each time you access our app so as to be aware of the most recent applicable version of the Policy.

## **7. Complaints about breaches of privacy**

If you are not satisfied with the way in which we handle your enquiry or complaint, please don't hesitate to contact us.