

TERMS AND CONDITION

1. INTRODUCTION

1.1 Welcome to the KOLAGIFT platform (the “Site”). Please read the following Terms and Conditions carefully so that you are aware of your legal rights and obligations with respect to Okola Holdings (M) Sdn. Bhd. (Company Registration No. 202101031086 (1431386-X)) Their Terms and Conditions govern your use of Service provided by KOLA.

2. MEMBERSHIP

2.1 Before becoming a Membership of the Site, you must understand and accept all of the Terms and Conditions and you must consent to the processing of your personal data as described in the KOLA’s [Privacy Policy](#).

2.2 The management of OKOLA HOLDINGS (M) Sdn. Bhd. has the right to decline any individual Membership status or to terminate a membership at its discretions without prejudice.

2.3 Those who qualify as members are required to pay a one-time registration fee (unless stated otherwise).

2.4 Registration fee should be paid up before Membership activation. (For details on Payment please refer to clause #5.4 Pricing).

2.5 Membership of KOLA must first complete the online registration form on the website (www.kolagift.com).

BY USING KOLA SERVICES OR OPENING A MEMBERSHIP ACCOUNT, YOU GIVE YOUR ACCEPTANCE AND CONSENT TO THE TERMS OF THIS AGREEMENT, INCLUDING THOSE ADDITION TERMS AND CONDITIONS AND POLICIES.

IF YOU DO NOT AGREE TO THESE TERMS, PLEASE DO NOT USE OUR SERVICES OR ACCESS THE SITE. IF YOU ARE UNDER THE AGE OF 18 OR THE LEGAL AGE FOR GIVING CONSENT HEREUNDER PURSUANT TO THE APPLICABLE LAWS IN YOUR CONTRY (THE “LEGAL AGE”), YOU MUST GET PERMISSION FROM A PARENT OR LEGAL GUARDIAN TO OPEN AN ACCOUNT AND THAT PARENT OR LEGAL GUARDIAN MUST AGREE TO THE TERMS OF THIS AGGREMENT.

3. PRIVACY

3.1 Your privacy is very important to us at KOLAGIFT. To better protect your rights we have provided the KOLA’s [Privacy Policy](#) to explain our privacy practices in detail. Please review the Privacy Policy to understand how KOLA collect and uses the information associated with your Account and/or you use of the Services.

4. PURCHASE AND PAYMENT

4.1 KOLA supports a total of 2 payment methods:

(i) Payment Gateway

Payment Gateway are processed through third-party payment channels : FPX – toyyipay and the type of accepted by these payment channels may vary depending on the jurisdiction you are in. Transfer fees for this method of payment will be borne by Okola Holdings (M) Sdn. Bhd.

(ii) Direct Bank Transfer

Buyer may make payments through internet bank transfer (“Bank Transfer”) to our designated Account Okola Holdings (M) Sdn. Bhd. Buyer must provide KOLA with the transfer receipt or payment transaction reference for verification purposes. If payment confirmation is not received by KOLA, buyer’s order will be cancelled.

5. PRICING

5.1 Prices on our website have an option to choose printing or without printing.

5.2 KOLA management reserves the right to change prices and services at any time.

5.3 Any rushed deliveries through its required that agree from our sales person with their enquiry.

5.4 MEMBER charges are RM25 entitled to only one account, members may terminate their membership at any time, and charges is non-refundable. Requests for termination of membership must be in writing and mailed to Okola Holdings (M) Sdn. Bhd.

6. DELIVERY AND PROCESS

6.1 All goods are delivered by KOLA’s appointed courier service company only.

6.2 The fee payable to the delivery company (“Shipping Fee”) shall be borne by the Buyer.

6.3 Prices differ between West Malaysia and East Malaysia. The charges are based on where the goods are shipped to.

6.4 Goods delivered to KOLA Members or Customer are packed according to KOLA’s standard packing. Once goods have left our premises, they are no longer the responsibility of Okola Holdings (M) Sdn. Bhd.

6.5 Process for printing will take minimum 14 Working days after confirmation artwork have been proceed.

7. ARTWORK FILE PREPARATION

7.1 KOLA Customer and Member's shall agree to all the additional terms and condition stated in each Product Specification, General Artwork Preparation Guides and the Artwork Preparation Guides for each product.

7.2 KOLA reserves the right to reject any job/artwork that is deemed to contain offensive literature or images.

7.3 KOLA will not be held liable for any infringement of artwork content copyright.

7.4 No charges are needed if artwork changes **3 TIMES**.

7.5 After three times of amendments by customer or member, a fee of RM30 will be charged.

7.6 No charges can be made to the artwork once it has been submitted to print. Fees of RM150 per block will be charged if you have amend the artwork after the block has been made.

7.7 If Member and Customer makes an error while placing an order for example, such as accidentally submitting the same order twice, or clicking "**PROCEED PRINTING**" the member must contact KOLA Customer Service immediately.

7.8 KOLA will not be responsible for any consequences arising from the members or customers.

8. CANCELLATION, RETURN AND REFUND

8.1 Member and Customer will only be refunded after received the confirmation order. A **10% fees** will be charged for "Cancellation Charges". The refund will be made to the credit/debit or designated account, whichever is applicable.

8.2 Payment for a refund will be made maximum 30 working days.

8.3 Any unsatisfied with any product, please contact our Customer Service within 7 working days of receiving your order. Please include order number, reason for dissatisfaction.

KOLA ARE NOT RESPONSIBLE FOR ANY TYPING, IMAGE, OR DESIGN ERRORS INTRODUCED BY CUSTOMERS IN THE ARTWORK/DOCUMENT CREATION PROCESS.

9. CONTACT US

We are interested in your feedback and comments regarding our products and service. If you have any questions about these Terms, please contact us at kolagiftholdings@gmail.com or Pusat Perdagangan Hillpark, No 35, Jalan Hillpark 11/3, Bandar Hillpark, 42300 Puncak Alam, Selangor.

I HAVE READ THIS AGGEMENT AND AGREE TO ALL ITS PROVISIONS CONTAINED AS WELL AS ANY FUTURE REVISIONS. BY PROCEEDING DEPOSIT OR SIGNING UP, I UNDERTANDS THAT I AM CREATING A DIGITAL SIGNATURE, WHICK I INTEND TO HAVE SAME FORCE AND EFFECT AS IF I HAD SIGNED MY NAME MANUALLY

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