

## **Terms and Conditions**

This page tells you the terms and conditions on which you make e-commerce transaction through online purchasing. Please read these terms and conditions carefully before purchasing our product through our website by using e-commerce payment method. These terms and conditions do not affect any of your statutory rights. However, it is important that you should understand that by ordering any our products from the site you agree to be bound by these terms and conditions. You should print a copy of these terms and conditions for future reference.

## **About Us**

Established on year 2020, Quantrient Pte. Ltd. is a homegrown brand from Singapore which is a retail sales company with online sales mostly from oversea.

## **Eligibility**

By placing a purchasing through our web site by using e-commerce method you warrant that:

- A. You are at least 18 years old and above
- B. Possess a valid credit or debit card issued by a bank acceptable to us.
- C. You will use this site in a manner consistent with any and all applicable laws and regulations.

## **E-commerce Payment Method**

- A. You shall pay for the Product in full at the time of ordering by supplying us with your credit or debit card details from a credit or debit card company acceptable to us which we require in order to process your Order.
- B. Alternatively, you may pay for the Product in partial and the balance by deduction from your vouchers/ points, but in any event we shall not be bound to supply before we have received cleared funds in full.
- C. If you are asked for details of a payment card, you must be fully entitled to use that card or account. The card or account must have sufficient funds to cover the proposed payment to us.
- D. By entering your credit card information:
  - i. You are stating that you are an authorized user of the credit card and that the associated information entered (account holder name, account number, billing address etc.) is accurate.
  - ii. You authorize the Company to charge the amount you have requested to your credit card.
  - iii. We reserve the right to cancel, delay, and refuse to deliver any order if fraud is suspected.

## **Ordering of Products and Delivery Service:**

- A. The purchase of products can be paid for via credit card or deducted from your vouchers/ points.
- B. Your Product will be sent through delivery. Delivery of the Products shall be made to the address specified by the customer in its order.
- C. For delivery of products, the receiver must check and verify that the delivery is correct at the time of delivery before signing the Delivery Order. If there are any issues such as discrepancies, shortages, excesses or damage in the products, or if it is apparent that the product packaging has been opened, please do not sign for the

delivery hastily. Indicate your comments on the Delivery Order and inform the Customer service within 2 days of the delivery.

### **Product Guarantee**

If the product(s) purchased is/are defective, the company allows for the exchange of goods within a window period. This does not apply to products that are spoiled as a result of human negligence, intentionally damaged, contaminated or expired.

### **Return Policy**

- i. The Company only accepts products that are “in its original condition and in a condition suitable for sale”: The return of products must meet the following conditions:
  - In good condition;
  - Has not been opened;
  - Can still be used, resold or stored;
  - Clean and presentable;
  - Expiration period of 6 months and above.
- ii. The Company has the right to reject any request for the return of products that does not meet the above conditions.
- iii. The Company does not accept the return of the following products:
  - Products purchased more than 1 year ago;
  - Products with an expiration period of less than 6 months;
  - Discontinued products;
  - Products with inaccurate or incomplete information attached;
  - Products that are damaged intentionally or incorrectly used or stored.

## **Exchange of Products**

- A. Products cannot be exchanged once sold (except for defective products not caused by human action).
- B. Customer should check on the condition of the products immediately after purchase and inform the Company immediately once any defects are discovered. Failure to report on any issues with the products within 6 months (from the date of purchase) is taken as acceptance of the products.
- C. The Company will check the problem products and has the right to reject any exchange if the following are found to be true:
  - i. Products are returned with incomplete packaging;
  - ii. Defects are caused by human error, intentional damage or incorrect usage;
  - iii. Products have not been properly stored;
  - iv. Products with inaccurate or incomplete information attached.
- D. Members should take note of the storage requirements and expiry dates of the products upon purchase and store the products properly; if the product quality has been undermined or if there are defects to the packaging or contents of the products as a result of human negligence or error, the Company will not bear any responsibility.
- E. The following products are not exchangeable:
  - i. Products purchased more than 1 year ago;
  - ii. Products with an expiration period of less than 6 months;
  - iii. Discontinued products;
  - iv. Products with inaccurate or incomplete information attached;
  - v. Products with defects caused by intentional damage, incorrect usage or improper storage.

## **Privacy Policy**

- A. We collect information from you when you register on our site and place an order.
- B. When ordering or registering on our site, as appropriate, you may be asked to enter your: name, identity card/passport number, date of birth, mailing address, phone number, banking account information, email address and credit card information.
- C. Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product requested.
- D. By using our site, you consent to our privacy policy.

## **Security**

- A. We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information.
- B. We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential.
- C. After a transaction, your private information (credit cards, security numbers etc.) will not be stored on our servers.
- D. We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law,

enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

E. By using our site, you consent to our online privacy policy.

**Our Right to Vary this Term and Conditions**

We have reserve the right to revise and amend these terms and conditions at all the time. Please ensure that you review these terms each time you use the websites as you will be deemed to have accepted a variation if you continue to use the website after the variation has been posted. We will update any information without notice. On the other hand, our company has no responsibility to update any information on the site.