

Terms & Conditions of Use

Welcome to **Activ8 Wellness Group of Companies**. These Terms and Conditions (“Terms”) govern your use of our website and services. By accessing or using our website, you agree to be bound by these Terms, in accordance with Malaysian laws, including but not limited to the **Consumer Protection Act 1999**, the **Electronic Commerce Act 2006**, and the **Personal Data Protection Act 2010 (PDPA)**.

If you do not agree with any part of these Terms, please do not use our website.

1. General Information

This website is operated by KS Healthcare (M) Sdn Bhd, a business registered in Malaysia. Throughout the site, the terms “we”, “us” and “our” refer to KS Healthcare (M) Sdn Bhd.

You may use our site for browsing, purchasing products or services, submitting enquiries, and interacting with features provided. All use must comply with Malaysian law and these Terms.

2. Eligibility

To use this website and make purchases:

- You must be at least **18 years old** or have parental/guardian consent
 - You must provide **accurate and current** information
 - You must not impersonate any person or entity
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3. Product & Service Information

We strive to provide accurate descriptions of all products and services. However:

- Product images are for **illustration purposes only**

- Prices, availability, and specifications may be subject to **change without notice**
 - We reserve the right to cancel orders if a product is incorrectly priced or described
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4. Orders and Payments

By placing an order, you agree that:

- All purchases made are **final**, subject to our **Return & Refund Policy**
- You are responsible for ensuring your payment and contact information is correct
- We reserve the right to reject or cancel any order without prior notice

Accepted payment methods may include online banking, credit/debit cards, e-wallets, or any other method stated on the website.

5. Delivery and Fulfillment

For physical products:

- Delivery timelines provided are **estimates only**
- We are not liable for delays caused by couriers or force majeure events
- Risk of loss transfers to the customer upon delivery

For digital services:

- Redemption instructions and locations will be provided after purchase
 - Services must be used within the **validity period** stated
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6. Returns & Refunds

Returns and refunds are governed by our **Return & Refund Policy**. We reserve the right to assess eligibility and issue refunds at our discretion, in accordance with Malaysian consumer law.

7. User Conduct

You agree not to:

- Use the website for unlawful purposes
- Transmit viruses or malicious code
- Interfere with the security or functionality of the site
- Collect or misuse personal information of other users

Violation may result in termination of access or legal action.

8. Intellectual Property

All content on this website — including logos, text, images, videos, and graphics — are the **intellectual property of KS Healthcare (M) Sdn Bhd** or its licensors. You may not copy, distribute, or use any content without prior written permission.

9. Limitation of Liability

To the extent permitted by law, we shall not be liable for:

- Any indirect, incidental, or consequential damages
- Losses arising from use or inability to use the website
- Delays or errors caused by third parties or external systems

All products and services are provided “as is” unless stated otherwise.

10. Privacy

Your use of this site is also subject to our **Privacy Policy**, which outlines how we collect and use personal data in compliance with the **PDPA 2010**.

11. Changes to Terms

We reserve the right to update or modify these Terms at any time. Changes will take effect immediately upon posting. Continued use of the website after such changes constitutes acceptance of the updated Terms.

12. Governing Law

These Terms shall be governed by and construed in accordance with the **laws of Malaysia**. Any disputes arising from these Terms or your use of the website shall be subject to the jurisdiction of the courts of Malaysia.

13. Contact Us

For any questions regarding these Terms, please contact:

KS Healthcare (M) Sdn Bhd

Email: hello@kshealthcare.com.my

Phone: **+6012 222 8950**

Business Address: **No 5, Jalan Satu, Taman Chong Kwee, 31250 Tanjung Rambutan, Perak**

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