



## Return & Exchanges Policy

This policy (“**Policy**”) applies to the returns and exchanges of item purchased at the website and AlaDeen Gold Mobile Application (“**AlaDeen Gold**”), online gold trading platform owned, operated and/or controlled by Al Ebreiz Global Capital Berhad, hereinafter referred to as a “**Site(s)**”.

In this Policy, the following definitions shall apply:

"We", "us" or "Al Ebreiz Global Capital Berhad",	means the company owning, operating and/or controlling the Site or Store at which you purchased the Item.
"Item"	means the gold bars, silver bars, gold dinar and silver dirham or jewellerys you ordered (the order of which has been accepted by us).
"Original Purchase Condition"	means that the Item is: <ol style="list-style-type: none"><li>1. still in its original packaging with all certificates, warranty cards, authenticity cards and receipt (if any) intact;</li><li>2. unworn, unused, unaltered and in the condition originally sold; and</li><li>3. not damaged in any way.</li></ol>

### 1. Site purchases

**1.1.** You may return or exchange once (subject to stock availability) any Item) within seven (7) days of its delivery to you if the Item is faulty or damaged and such fault or damage is not caused by normal wear and tear nor by improper use or storage after its delivery to or collection by you. If the replacement item is faulty or damaged and such fault or damage is not caused by normal wear and tear nor by improper use or storage after its delivery to or collection by you, you may return or exchange the replacement item within 7 days of its delivery to or collection by you.

**1.2.** Any Item, may be returned or exchanged once (subject to stock availability), in its Original Purchase Condition within seven (7) days of its delivery to you together with the proof of purchase available under the sites. Whether the returned Item is in Original Purchase Condition shall be determined solely and finally by Al Ebreiz Global Capital Berhad’s professional appraisers. If we determine that the Item meets the conditions of return or exchange under this Policy, Al Ebreiz Global Capital Berhad shall process the return or exchange accordingly. If we find the Item does not meet the conditions of return or exchange under this Policy, we shall handle the case as needed as determined in our absolute discretion, including but not limited to refusing to process the return or exchange and/or (if Al Ebreiz Global Capital Berhad agrees to repair/refurbish the Item) charging for such repair/refurbishment. If the replacement item is faulty or damaged and such fault or damage is not caused by normal wear and tear nor by improper use or storage after its delivery to or collection by you, you may return or exchange the replacement item within 7 days of its delivery to or collection by you.

**1.3.** The following shall apply to the exchange of Item pursuant to Clause 1.2:-

**1.3.1.** To indicate your intent to exercise your right to exchange, you shall contact us to apply for return and exchange and indicate the reason for the exchange, and communicate to us your choice of replacement item within seven (7) days of the delivery of the Item to you;



- 1.3.2.** You may exchange the Item only for any item under the same product category as designated by Al Ebreiz Global Capital Berhad (with the price of the item displayed) based on stock availability. Where the price of the selected replacement item(s) is/are higher than that of the Item to be exchanged (determined based on weight for non-fixed price gold/platinum jewellery, and based on the selling price of the Item for other jewellery and accessories), you shall pay us the difference in price calculated by deducting the price you actually paid for the Item (i.e. the discounted price if you enjoyed any discount at the time of purchase of the Item) from the marked price of the replacement item. The payment should be made by any of the payment methods set out in the Terms and Conditions of AlaDeen Gold. For the avoidance of doubt, we shall not be obliged to return, refund or credit your account with any discounted amounts, discounts or benefits you enjoyed at the time of purchase of the Item. Where the price of the Item is higher than that of the selected replacement item, we shall not refund to you the price difference;
- 1.3.3.** If you have purchased any Item with any discount offered by a joint promotion or other promotional activities but the discount offer has expired at the time of the exchange of the Item, the discounted price of the Item shall still be regarded as the price of the Item for the purpose of calculating the price difference between the Item and the selected replacement item, but the discount may not be applied towards the price of the replacement item or otherwise used again. Discounts offered by companies other than Al Ebreiz Global Capital Berhad shall be dealt with in accordance with the terms and conditions of the relevant companies;
- 1.3.4.** After complying with Clause 1.3.1, you shall send us the Item intended to be exchanged together with the Item's proof of purchase, at your own costs (including any shipping fee, taxes and duties arising out of such return) within twenty-eight (28) days from the date of delivery of the Item to you through the following means: The Item and its proof of purchase shall be shipped to our business address designated by us from time to time or delivered by you personally to one of our Business Address designated by us from time to time. If the Item intended to be exchanged was purchased from a designated third-party online shopping platform, the exchange of Item will be arranged according to the terms stated on that platform;
- 1.3.5.** If we have given you any free promotional gift with your purchase of the Item, you shall return the said gift together with the Item or to purchase the gift at the gift price, otherwise the exchange will not be processed;
- 1.3.6.** We shall be entitled to refuse to accept any Item you return on a cash on delivery basis. You may consider insuring your shipment but any such insurance shall be borne at your own cost and risk. Al Ebreiz Global Capital Berhad shall not bear any responsibility for any losses, direct or otherwise, that may arise from loss or damage of the Item arising from or in connection with the return of the Item. We reserve the right to



charge you for any fees we incur at time of receipt of your package. In addition, we may refuse to process your exchange if the receipt, tax invoice (if any) or the Item itself is missing or the Item is returned to us by persons other than the purchaser on our record;

**1.3.7.** Upon our receipt of the Item you send pursuant to Clause 1.3.4, we may take some time to examine the same to determine whether it is in the Original Purchase Condition, so that the replacement item will not be provided to you immediately after our receipt of the Item;

**1.3.8.** If we determine that the Item is in the Original Purchase Condition, we shall despatch to you the replacement item you have chosen (provided that it complies with Clause 1.3.2 and subject to stock availability). The shipping fee for sending the replacement item and the taxes and duties arising out of the delivery of the replacement item, if any, shall be borne by you, unless the Item was purchased from a designated third-party online shopping platform and stated that the relevant shipping fee, taxes and duties shall be borne by us; and

**1.3.9.** Upon despatch of the replacement item referred to in Clause 1.3.8 to the carrier, the ownership and title of the exchanged Item shall be vested solely in us.

**1.4.** The following shall apply to the return or exchange of Item pursuant to Clause 1.1:-

**1.4.1.** To indicate your intent to exercise your right to return/exchange, you shall contract us to apply for a return and indicate the reason for the return/exchange within 7 days of the delivery of the Item to you and (if applicable) communicate to us your choice of replacement item;

**1.4.2.** Return or exchange of Item pursuant to Clause 1.1 shall be subject to our authorization. We shall be entitled to request and receive photographic evidence of the fault or damage in the Item before we authorize you to return or exchange the Item pursuant to Clause 1.1;

**1.4.3.** After complying with Clauses 1.5.1 and 1.5.2, you shall send us the Item intended to be returned/exchanged together with the Item's proof of purchase, within twenty eight (28) days from the date of delivery of the Item to you or its collection under the in-store collection service (as the case may be) through the following means: the Item and its proof of purchase shall be shipped to our business address designated by us from time to time or delivered by you personally to our Business Address designated by us from time to time. If the Item intended to be returned/exchanged was purchased from a designated third-party online shopping platform, the return/exchange of Item will be arranged according to the terms stated on that platform;

**1.4.4.** If we have authorized you under Clause 1.5.2 to exchange the Item, we agree to bear the shipping fee, taxes and duties (if any) arising out of your return of Item, if any, and you agree to bear the same, if any, in respect of the delivery of the replacement item to you pursuant to Clause 1.1, unless the relevant Item was purchased from a designated third



party online shopping platform and stated that the shipping fee, taxes and duties in respect of the delivery of the replacement Item to you shall be borne by us;

**1.4.5.** If we have authorized you under Clause 1.5.2 to return the Item, we agree to bear the shipping fee, taxes and duties (if any) arising out of your return of Item pursuant to Clause 1.5.3. We shall be entitled to refuse to make cash refund for returned Item. It may take up to 2 weeks from the date of our receipt of the returned Item for the account to be credited; and

**1.4.6.** Upon our receipt of the Item you send pursuant to Clause 1.5.3, we may take some time to examine the same to determine whether it is faulty or damaged and whether such fault or damage is not caused by normal wear and tear nor by improper use or storage after its delivery to or collection by you. Therefore, any refund or supply of replacement item will not be made at the time of or immediately after our receipt of the Item. If we determine that the Item is faulty or damaged and such fault or damage is not caused by normal wear and tear nor by improper use or storage after its delivery to or collection by you, we shall (in the case of a return) make a refund to you. If you request pursuant to Clause 1.1 to exchange an Item for a different product, Clauses 1.3.2 and 1.3.3 shall apply with the necessary modifications.

**1.4.7.** Upon the making of the refund referred to in 1.5.6 the ownership of the returned Item shall be vested solely in us.

## 2. **Amendment to policy**

We reserve all rights to amend this Policy from time to time. It is the responsibility of customers to keep themselves up to date in respect of the Policy. The latest prevailing version of this Policy applies.

## 3. **Contact Details**

For return or exchange application or any further queries, please contact us by any means below:

<b>Email Address</b>	: <a href="mailto:Info@Al-EbreizGlobal.com">Info@Al-EbreizGlobal.com</a>
<b>Phone Number</b>	: +603-8992 3061
<b>Website</b>	: <a href="https://www.al-ebreizglobal.com/">https://www.al-ebreizglobal.com/</a>
<b>Business Address</b>	: Suite 11, 12, 13 & 14 Level 2, Resource Centre Technology Park Malaysia 57000 Bukit Jalil, Kuala Lumpur