

Welcome to AlienPrintCity.com.

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1. PRICING AND PAYMENT

1.1 All prices and amounts shown on this Site are denominated in Malaysia Ringgit (MYR), unless otherwise noted. Upon submitting an order for processing to purchase printing products, design services or other services, you agree that all charges, taxes and shipping/handling fees will be paid by you with an approved payment method. Full payment, including shipping, is due at the time you place an order before processing can begin.

1.2 We reserve the right at any time during the ordering, manufacturing, shipping or mailing process to correct any errors in pricing, promotions, or descriptions. APC reserves the right to correct, cancel or refuse to accept any order based on incorrect price, inaccurate applications, inaccurate promotional codes or any other reason pricing may be deemed inaccurate.

1.3 APC reserves the right to charge customers for increases in government imposed fees, taxes, or other fees or costs imposed by governmental or quasi-governmental bodies.

1.4 APC is using Instant Top Up feature allows you to instantly transfer funds from your bank account to APC member account as APC credits.

1.5 Top up methods are as per below

- Online Banking (FPX B2C & B2B)

You will be redirected to Online Banking page to login to your selected bank to complete transaction. Once your payment is completed you will be redirected back to the APC's confirmed page.

- Credit Card/ Debit Card (FPX B2C)

You will be redirected to Online Banking page to login to your selected bank to complete your transaction. Once your payment is completed you will be redirected back to the APC's confirmed page.

- 1.6 Production of all items ordered will not begin until an order is fully paid, including shipping and handling fees, if applicable.
- 1.7 Once an order status is updated to "Proceed to Print", no changes are allowed to the artwork files, job characteristics, or printing turnaround time. You are responsible for paying the entire amount of that print job.

2. CREDIT WITHDRAWAL

- 2.1 APC credit balance will remain in members' account from the date of last transaction and is free of interest. APC Credit balance with RM5.00 and below will be forfeited automatically, RM5.00 and above amount can be withdrawn after netting 2% handling charges. Withdrawal can be done with written request from member and email to us.
- 2.2 APC credit balance are only made available for withdrawal from the Withdrawal page following a safety clearance period of 7 days after the order is marked as complete.
- 2.3 Withdrawals can only be made in the amount available to you.
- 2.4 Withdrawals are final and cannot be undone. We will not be able to reverse this process once it has begun.

3. CANCELLATION

- 3.1 If an order is cancelled (before status being updated to "Proceed to Print"), the funds paid will be returned to the User's APC credit balance. Once an order status is updated to "Proceed to Print", no cancellation of orders are allowed. User are responsible for paying the entire amount of that print job.
- 3.2 In the event of any cancellation, you approve a cancellation fee, plus any extra chargeable amount for the work done or costs incurred by APC up to that point. Refer Returns & Refund.
- 3.3 At any time APC reserves the right to cancel an order when we deem the files do not meet our requirements for print ready files, with or without any attempt to have the files corrected or re-submitted by the customer.
- 3.4 APC may decline to produce any order at any time and for any reason and without providing notice as to that reason. In the event an order is declined by APC, a full refund as APC credits will be issued.

4. PRINTING TURNAROUND TIME

- 4.1 Printing turnaround time begins the day after we receive your print-ready files or approval of your artwork (if design service is ordered) and all needed payments have been completed. Printing turnaround time does not begin when the order is first submitted. Because production does not begin until we receive your print-ready files or you approve your artwork and all needed payments have been completed, you must be mindful of the additional time required in the artwork checking process. APC is not responsible for any delays caused by your failure or delaying in approving your artwork.
- 4.2 Orders are printed Monday – Friday (excluding Public Holidays). Orders received by 3PM will start calculating production time the following business day. Orders received after 3PM will start production the day after the next. Weekends and holidays are not included in your quoted turnaround time calculations.
- 4.3 The estimated printing turnaround time is based on the typical number of days that a print job is completed under normal circumstances. Printing turnaround time does not include shipping transit time or mailing services. You should allow additional business days for delivery based on the estimated shipping schedule provided.
- 4.4 Your estimated arrival date should be calculated by adding the printing turnaround time to the shipping transit time (excluding weekends and public holidays).
- 4.5 Printing turnaround time and estimated arrival dates are estimates, not guarantees. APC's responsibility is limited to preparing your printing order and turning it over to the carrier for shipping. Your expected delivery date may change due to unforeseen delays, such as equipment failure, illness or late delivery by a carrier.

5. SHIPPING AND HANDLING

- 5.1 APC will deliver orders with accordance to the delivery address stated in member's portal. APC is not responsible for incorrect or inaccurate shipping addresses provided by customers. Orders that need to be reshipped, redelivered or rerouted due to an incorrect or inaccurate shipping address supplied by the customer will result in additional charges.
- 5.2 Members are advised to update delivery address at the time of payment to avoid delay. Many of the orders shipped by APC are very large and heavy. Therefore, the delivery driver may, at his or her discretion, decline to leave the packages unattended at your address. Therefore, we urge you to consider using a shipping address where someone is available to accept the delivery during normal

business hours. Most carriers will make multiple attempts to deliver the shipment before returning it to us. In the event a shipment is returned to us due to the maximum delivery attempts being exceeded, the customer will still be responsible for the full cost of the order, plus any redelivery fees.

5.3 All orders are delivered via APC's appointed courier or Carriers Company. Upon signing of delivery note/ consignment note, the orders will be deemed to have been delivered.

5.4 If items arrived damaged due to shipping, please contact APC within 3 days to arrange for replacements. APC will require you to assist in providing documentation or any proof of damaged goods in order for us to file applicable claims with our carriers.

5.5 Orders damaged or lost by a shipping agent may be reprinted and do not qualify for full refund. Any expenses in expediting a reprint may be your responsibility;

5.6 APC will not liaise with party other than member.

5.7 APC do not guarantee delivery dates on any order orders. The delivery schedule is an estimated time of arrival and orders may arrive before, within or after those dates and may be subject to delay due to a variety of reasons, including but not limited to weather, labor fluctuations, market conditions and government inspections or delays.

6. GENERAL PROVISIONS

6.1 All sales are final, except as otherwise provided in this Agreement.

6.2 All promotions advertised via email, online or any other forms of communication can only be applied once per order. In no situation can multiple discounts or promotions be used on the same order.

6.3 All promotions can end at any time at the discretion of APC with or without cause.

6.4 Electronic examples and images of your product may be used as examples and possibly other marketing purposes on our Site, social media or any other electronic marketing communication from APC.

6.5 Your name may be included in our newsletter and promotional databases.

7. COPYRIGHT AND INTELLECTUAL PROPERTY

7.1 You, and not APC, retain the copyright, trademark and any other intellectual property rights to the materials or projects submitted to us for printing. APC assumes the role of manufacturer only and does not serve as a publisher or agent.

7.2 By submitting your project to APC, you fully warrant and represent, the maximum extent permitted by law, that your materials do not infringe upon the intellectual

property rights of others, including any international rights. It is your responsibility, not APC's, to ensure all materials are in full compliance with such laws. APC reserves the right to request proper documentation for any or all material that demonstrates customers have received proper authorization for the reproduction of the intellectual property of others. In the event any or all of a project is found to be in violation of the intellectual property rights of others, you, and not APC, assume all responsibility for such materials, even if APC requested proof of authorization and approved the project for printing.

8. GUARANTEE

8.1 We are not responsible for any errors that are beyond our control such as errors caused by you, delays caused by third parties, including common carriers, and flaws inherent in the electronic-image-to-print process. Certain circumstances are beyond our control and are not covered by this guarantee. **We are not responsible for:**

- Design errors or color selection errors introduced by the customer in the artwork file creation process;
- Any errors caused by transparencies created in your art files;
- Errors in user-selected options such as product type, size, finishing options, or quantity;
- Customer's spelling, punctuation, or other grammatical errors;
- Duplicate orders placed by the customer;
- Incorrect file layout for dimensions, folding, scoring, hole drilling, die cutting or other custom services;
- Any shifts in color due to us changing any image from RGB (Red-Green-Blue) or Pantone spot colors to digital CMYK (Cyan-Magenta-Yellow-Key/Black) or Grayscale (Key/Black) during the conversion process;
- Errors made during the proofing set up not caught and rejected by the customer during the proofing stage;
- Any delays caused by delayed proof approval or delayed payment;

This guarantee is limited to:

- This guarantee is limited to reprint of the original order quantity using the original approved artwork files. If in our judgment it will not be possible to achieve a satisfactory outcome by replacing the order, APC may, at our discretion, elect to refund all or part of the original cost of the order. Any partial or full refund that we offer shall not include any shipping or postage related costs for the order.
- This guarantee does not cover fees or costs associated with mailing services, postage, associated incidental or consequential damages or claims. APC is not liable for courier or any other carrier's service or delivery errors, including loss or delay, and will not refund any shipping, postage, or handling costs.
- APC is not responsible for any damages to you or any third party, consequential, incidental, or otherwise, or other claims incurred by you or your business caused by receiving printed materials which are defective, incomplete, or which you receive later than the estimated delivery date.
- Your order will be produced in accordance with CMYK industry standards for "pleasing color". With any order, purchase or use of services you agree to these

standards for color. Our guarantee does not include defects related to color matching. Due to variations in monitor calibrations, ink, paper, and limitations throughout the printing processes, we cannot guarantee the final product will match the color/density of your personal printer, monitor or any other way in which you may use to determine appropriate color. Such variations will be considered acceptable. Minor color shifts between a hard copy proof and the final production product may occur.

- APC cannot prevent slight color shifts throughout an order. The determination of slight color shifts or minor color shifts is at the full discretion of APC.
 - APC is not liable for failure to meet expected deadlines due to improper file composition or changes in artwork or services during the proofing and production process.
 - The only remedy for problems with any order that has defects or manufacturing issues is reprinting of the order to correct product defects unless at APC's discretion, we deem a partial or full refund to be the best remedy.
 - Any refund, reprint or any other resolution shall not extend to any shipping and handling costs, or any mailing and postage related expenses or costs.
 - APC is not liable for any loss or damage to any customer images or artwork. It is your responsibility to store all files and related artwork as you deem appropriate.
 - Shipping transit times are not guaranteed. Ground and Freight shipping services are non-refundable for any reason contributing to a delayed delivery date.
 - Damage to the products arising after APC's delivery to the shipping agent are not covered in this Guarantee. Orders damaged or lost by a shipping agent may be reprinted and do not qualify for full refund. Any expenses in expediting a reprint may be your own cost.
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- All orders may be subject to slight overruns, but APC will not charge customer for the cost of printing or shipping of those extra copies.
 - If a claim is not started within 7 days, both parties agree that the order has been accepted and APC has satisfied all terms, conditions, and order requirements.

As with all forms of commercial manufacturing, there is a chance that a small portion of an order may contain defective units. As long as more than 70% of delivered copies are not defective (defect rate of under 30%), the order shall be considered complete. If the defect rate is more than 30%, APC may issue a prorated refund proportional to the number of defective items or reprint and ship, at its cost, additional copies equal to or greater than the number of damaged items. APC reserves the right to opt to issue a prorated refund, rather than reprinting, on any order, but especially those where only a small portion of items are damaged. APC reserves the right to request documentation of any or all defects as a condition of refund or reprinting and to fully investigate claims it believes to be fraudulent or unfounded. APC cannot be responsible for any losses, direct or consequential, the result from the failure to deliver non-defective products by a certain date.

9. CUSTOM QUOTE

9.1 APC guarantees the product price and delivery fees listed on all quotations issued by APC for a period of 30 calendar days from the date indicated on the

written quotation for the party and project named, even if published prices or its costs change. In order for the quotation to be valid, all specifications must remain identical to the quotation provided and the order must be from the party and project named on the quotation. Any change to any aspect of the quoted specifications, customer name or project name or description will cause the entire original quotation to be rendered void and APC reserves the right to adjust pricing to current rates, including pricing on aspects not directly affected by the change requested by customer. APC reserves the right to completely decline to print any project at any time for any reason, including quotations that are still valid. APC reserves the right to correct quotations that are the result of typographical or technical errors.

9.2 Quotations from APC are considered confidential and privileged communication between customer and APC and may not be shared with any third parties or published in any form without written permission from APC.

9.3 APC reserves the right to charge customers for increases in government imposed fees, taxes, tariffs, duty fees or other fees or costs imposed by governmental or quasi-governmental bodies.

9.4 If customer wishes to make changes to an order after accepting a quotation, a written change order must be submitted and accepted by APC. Verbal quotations and change order requests are never guaranteed.

10. COMMUNICATION WITH CLIENTS

10.1 After an order is placed, the customer must provide timely response to all APC email messages, telephone calls or other communications. Customer acknowledges that failing to provide timely responses to inquiries can significantly delay the production process and delivery window.

10.2 In the event APC does not receive communication from customer for 14 or more calendar days, the project will be considered abandoned, all funds received forfeited by customer and APC may, at its sole discretion, decide whether to resume the order or not.

10.3 APC requests that, if more than one person or organization is involved in the project, that the customer appoint a single point of contact who is readily available to answer questions from APC and who is authorized to make decisions about the project. If contact person will be unavailable for more than 24 hours, customer should inform APC and provide an alternate contact person, who will be considered the main point of contact until customer informs APC otherwise. However, APC may consider directives issued by any involved person or organization to be final and binding and act upon those, with customer being fully responsible for any charges, fees, delays or other consequences of that directive.

10.4 If APC has alerted customer, via email or telephone of potential issues with the files provided for a project and customer does not respond within 7 calendar days, APC may, at its sole and final discretion, print the project "as is," which will typically result in less than ideal results and will void customer's right to refund or reprint.

10.5 APC reserves the right to determine the contact method for any and all client contact that it deems, in its sole and final opinion, to be the most effective, even if client requested particular contact method. APC may also change how it contacts customers at any time and without notice. Customers are required to maintain a valid and working email account and telephone number for the duration of the project. All customers consent to electronic notification for any and all client communications. APC is not responsible for lost, damaged or misdirected messages or messages inadvertently flagged as "spam" or junk. For the duration of the project, customer should carefully monitor his or her voicemail box, as well as all folders in his or her email account, including "spam" or junk mail folders and provide a timely response to any inquiries from APC representatives. It is the customer's responsibility to return any and all messages left by APC.

11. BACKUP FILES

11.1 APC is not responsible for maintaining backup copies of any files submitted by customers or for the damage, corruption or loss of any files submitted by customers.

12. RETURNS AND REFUND

12.1 Due to the custom nature of our products, refunds are only issued for orders that materially differ from the accepted, written quotation or written change order or that arrive damaged. If a portion of an order arrives damaged, APC may issue a prorated refund proportional to the number of damaged items or reprint and ship, at its cost, additional copies equal to or greater than the number of damaged items. APC reserves the right to opt to issue a prorated refund, rather than reprinting, on any order, but especially those where only a small portion of items are damaged. APC reserves the right to request documentation of any or all damage as a condition of refund or reprinting and to fully investigate claims it believes to be fraudulent or unfounded. APC cannot be responsible for any losses, direct or consequential, the result from the failure to deliver non-damaged products by a certain date.

12.2 Full refunds will be issued to orders that APC declines to print or cancels for any reason.

12.3 APC, may, at its option, request you return items that have been refunded, at APC's expense, or dispose, donate or recycle them.

12.4 If customer cancels an order before printing begins, APC may, at its sole and final discretion, issue a refund. In these cases, APC reserves the right, at its sole and final discretion, to deduct charges equal to

MYR50 per hour spent on preparing order for press as well as any other direct expenses already incurred from the total refund amount.

In no case shall any refund issued be for more than the total purchase originally charged.

USE RESTRICTIONS

You may only use this Site to make legitimate requests to purchase products or services offered. You agree to not use the Site for any illegal, fraudulent, false, or speculative purpose. All fraudulent use of the Site, including but not limited to, the use of fraudulent credit card information, is prohibited. Fraudulent users may be prosecuted to the fullest extent of the law. You may not use robots or other automated means to access this Site, unless specifically permitted by APC. You may not access or use our Site to gain knowledge for competitive or speculative purposes. You may not distribute or attempt to distribute any viruses or any computer code to or from the Site under any circumstances. You may not use the Site in any way that would result in harm to us or any user. You represent that you are of sufficient legal age to create binding legal obligations for any liability you may incur as a result of your use of this Site.

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