

# Vendor Registration

## DETAILS OF PARTIES

Retailer Name	
Retailer Company No.	
Notice	<div>Shop Name</div> <div>Name:</div> <div>Address:</div> <div>Email:</div> <div>Attention:</div> <div>Retailer</div> <div>Name:</div> <div>Address:</div> <div>Tel No.</div> <div>Email:</div> <div>Attention:</div>
Retailer's Country of business	Malaysia

## SPECIFIC TERMS

The following sets out the specific terms agreed between the parties, which shall be read together with terms and policies of this agreement.

No	Item	Description
1.	Product Description	
2.	Commission	
3.	Currency	MYR
4.	Payment Gateway Charges	2%

5.	Effective Date	
6.	Term	
7.	Retailer Payment Details	
	Person-In-Charge	
	Contact Number	
	Contact Email	
	Beneficiary Bank Name	
	Beneficiary Band Address	
	Account Holder Name	
	Account Number	
8.	Territory	

# OPERATIONAL PROCEDURE

## 1. Operational Procedure between the company and the customer

1.1 The customer shall be able to purchase the product via [Our Website] or [Our Mobile App].

1.2 Upon payment completion by the customer, provided the customer has registered a valid email address when using the OURSHOP Portal, an Order summary shall be automatically sent by [Our Website] or [Our Mobile App] to the Customer's email.

1.3 The Customer shall be able to pick up or [delivery to customer via delivery service] the Product at the designated locations as may be selected by the Customer when purchasing via the [Our Website] or [Our Mobile App].

## 2. Operational Procedure between the Retailer and the Customer

## 2.1 Customer Contact

Subject to (Confidentiality; Privacy and Data Protection) of this Agreement, and if the Retailer is required to contact a Customer for the purposes of delivering the Product, the Company shall provide the Retailer with such relevant Customer Information on the Retailer Portal.

## 2.2 Customer Service

(a) The Retailer shall ensure a smooth customer service process, including answering any Customer complaints in writing within a short time frame.

(b) The Company reserves the right at any time to respond to Customer complaints, including by contacting Customers directly; and where necessary, the Retailer shall provide such assistance required by the Company in resolving the complaint.

(c) If the Company provides compensation in the form of refund and/or damages to a Customer in connection with a Customer complaint, the Retailer shall bear the compensation amount which shall be set off against any amounts owed by the Company to the Retailer if sufficiently owed. If the amount is insufficient, the Retailer shall reimburse the Company directly for the compensation awarded to the Customer.

(d) The Retailer shall ensure that it provides the Customer with complete and accurate address; hours and dates of operations; and a valid phone number. If any of the information related to the designation pick-up location changes or [delivery to customer via delivery service], the Retailer shall promptly notify the Company in writing such changes.

## 3. Operational Procedure between the Retailer and the Company

3.1 Upon confirmation of payment by the Customer, the Company shall:

(a) email an Order request to the Retailer; and

(b) update the Retailer Portal with the Order Information.

3.2 It shall be the responsibility of the Retailer to ensure that:

(a) the Product is available for pick at the designation pick up location or [delivery to customer via delivery service] promptly following the Company's email on the Order Information;

(b) the Product has been picked up or [delivery to customer via delivery service] by the correct Customer;

(c) if the Product is not picked up or [delivery to customer via delivery service] within the relevant time provided to the Customer on the [Our Website] or [Our Mobile App] Portal, the Retailer shall issue a refund of the Sales Proceeds to the Customer; or the Company may process such refund on the Retailer's behalf, whichever deemed as

more expedient and suitable as may be decided by the Company;

(d) the Retailer shall update the Retailer Portal upon collection of the Product by the Customer; and

(e) any Retailer terms and conditions between the Retailer and the Customer is updated as and when required, the Retailer provides the Customer terms and conditions to the Company in the format requested by the Company and to ensure that Customers are complying with the said Customer terms and conditions.

## RETURN PROCEDURE

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