



TERMS AND CONDITIONS

MAIL ORDER INTRODUCTION

SOPHIE products can be ordered through phone 1-700-814-888, email order@sophieparis.com.my or fax 1-300-800-388. Products will be delivered to an agreed location in Malaysia.

ELIGIBILITY TO MAIL ORDER SERVICES

This service is opened to all SOPHIE Members who wish to purchase SOPHIE products and SOPHIE marketing materials outside SOPHIE Flagship Store. Non-Member (purchaser) is only allowed to purchase Starter Kit or SOPHIE Catalogue through this service.

Sophie Paris Sdn. Bhd. reserves the right for final decision to reject any orders and provide this service to any Member/ purchaser at its sole discretion for the reasons as following, but not limited to:

- Member/ purchaser who is black listed due to unsuccessful transaction previously such as failure delivery attempts, multiple order cancellations, and any other failure during processing.
- Restricted areas in Malaysia which are unreachable by the transport company.
- Member/ purchaser is required to make balance payment for outstanding order before being able to place a new order.

TRANSPORT CHARGES

The transport charges, handling charges and any additional administrative fees ("Transport Charges") shall be paid by the Member/ purchaser. Such Transport Charges shall be calculated based on fees/ charges imposed by transport companies. Transport companies shall be appointed by Sophie Paris Sdn. Bhd. To ensure accurate and speedy processing, the Member/ purchaser is required to provide exact and valid information, including but not limited to, Member/ Purchaser Name, Member Code, Delivery Address, Reference Code and Quantities of SOPHIE's products ordered, and Payment Method.

ORDER CONFIRMATION

After checking the products availability, Sophie Paris Sdn. Bhd. shall inform the Member/ purchaser about the products availability, estimated transport charges, total amount payable, etc through phone, and email thereafter. Sophie Paris Sdn. Bhd. shall process the order and deliver the products only after full payment is received.

BONUS

Only product orders with full payment, received and approved by Sophie Paris Sdn. Bhd. shall be considered effective and valid for bonus calculation.

ORDER PAYMENT

All payments are strictly accepted through ATM transfer or bank transfer (at the counter of any bank in Malaysia or by online banking service) only.

The amount to be paid is mentioned on the "Amount to be paid" field in the Order Confirmation Form sent via email by Sophie Paris Sdn. Bhd. to the Member/ purchaser.

The SOPHIE Order Number must be stated in the "Details" or "Description" fields in the Bank Transfer Form as reference (except for ATM transfer) in order for Sophie Paris Sdn. Bhd. to reconcile the payment.

In case of a single payment transaction for several orders, it is compulsory to state all SOPHIE Order Numbers in the "Details" or "Description" fields in the Bank Transfer Form as reference. In case of a payment of more than 4 orders in a single payment transaction, it is recommended to send an email to payment@sophieparis.com.my stating the list of SOPHIE Order Numbers related to a payment transaction. Sophie Paris Sdn. Bhd. shall not responsible for any order should a payment cannot be reconciled with an order due to the absence of SOPHIE Order Number in the Bank Transfer Form.

For ATM transfers, it is mandatory to send a copy of Bank-In Statement either by email at payment@sophieparis.com.my or by fax at 03-7947 0609. It is advisable to contact Sophie Paris Sdn. Bhd. Call Center at 1-700-814-888 to confirm the reception of the proof of payment by Sophie Paris Sdn. Bhd.

Please note that SOPHIE Order Number cannot be used as order reference, failure to provide the Bank-In Statement might result in the delay of the payment validation and thus the product delivery.

Kindly find Sophie Paris Sdn. Bhd. bank account details below:

- **Bank Name:** CIMB Bank Berhad
- **Account Number:** 1248-0016246-05-7
- **Account Name:** Sophie Paris Sdn. Bhd.

All bank transfer fee, administration fee or any related payment fee are to be borne by the Member/ purchaser.

CANCELLED ORDER BY SOPHIE UNABILITY TO FULFILL ORDER

Sophie Paris Sdn. Bhd. has the right to not accept the order of any unavailable item in its warehouse. In this case, Sophie Paris Sdn. Bhd. will always check the stock availability of the ordered items before confirming the order and the amount to be paid by the Member/ purchaser.

In the case of an order has been paid (after Sophie Paris Sdn. Bhd. confirmation of the item availability) and for which Sophie Paris Sdn. Bhd. is unable to provide the item, the order will be cancelled and the amount will be credited to the Member Credit which can be used for future purchase. The amount will be refunded to the Member through bank transfer if the amount has not been used by the member after 6 months from the date of first cancellation.

Please note that all refund/ Member Credit procedure is not applicable for non-Member/ purchaser.

OVERDUE PAYMENT

Orders which are not fully paid within 5 calendar days will be automatically canceled by the system. In this case, any payment which has been paid partially earlier or later than the said date will be credited to the Member Credit which can be used for future purchase.

CANCELLED ORDER BY MEMBER/ PURCHASER BEFORE PAYMENT

The Member/ purchaser is allowed to revise or cancel an order at no additional charge, if the payment has not been made by the Member/ purchaser.

AFTER PAYMENT

An order is considered as cancelled by the Member/ purchaser when:

- The Member/ purchaser failed to present at the time and location of delivery as agreed during order to receive the products twice.
- The Member/ purchaser informed and cancelled the order spontaneously.

In both cases, the order will be cancelled and the amount (minus the transport charges and any administrative fee) will be credited to the Member Credit which can be used for future purchase. However, please note this refund procedure is not applicable for non-Member/ purchaser.

DELIVERY CONDITIONS

APPOINTMENT WITH TRANSPORTER

The transporter will deliver the products to the delivery address as registered by the Member/ purchaser with Sophie Paris Sdn. Bhd. during product ordering. The transporter may or may not contact the Member/ purchaser to clarify the time of delivery.

DELIVERY ADDRESS

The delivery address has to be other than SOPHIE Corporate Office, Flagship Store, branches or Business Centre.

The Member/ purchaser is allowed to amend the delivery address at no additional charge until the payment has been made, as the transport charges may vary for different addresses, and Sophie Paris Sdn. Bhd. will advise the new amount accordingly after any amendment.

In the case of changing of delivery address requested by the Member/ purchaser after the payment, Sophie Paris Sdn. Bhd. will advise the Member/ purchaser should there be any additional charges for the transportation. The additional transport charges should be paid in cash by the Member/ purchaser to the transporter upon delivery. Otherwise the products will be delivered to the

initial delivery address or the order will be cancelled.

RECORD DOCUMENTS

The Member/ purchaser is required to keep all the Retail Sales Receipts, Invoices and others important documents for a period of forty five (45) days and must furnish them to the Sophie Paris Sdn. Bhd. upon request.

HANDOVER OF OWNERSHIP

Products ownership of Member/ purchaser shall be effective from the time Member/ purchaser received the products from the transporter and signed the Delivery Note.

WARRANTEE

GENERAL WARRANTEE CONDITIONS

In the event of any broken/ missing/ wrong items, the Member is required to notify/ inform Sophie Paris Sdn. Bhd. Call Center at 1-700-814-888 immediately for further action. Please note that this warrantee service is only applicable to Member.

The Member is entitled to return the products to Sophie Paris Sdn. Bhd. through:

- Returning by mail at Sophie Paris Sdn. Bhd. expenses. Send to: Sophie Paris After Sales Service Department, C-01, PJX-HM Shah Tower No.16A, Persiaran Barat, 46050 Petaling Jaya, Selangor Darul Ehsan. Please note that it is mandatory for the Member to contact Sophie Paris Sdn. Bhd. Call Center at 1-700-814-888 immediately after realizing the defect. Sophie Paris Sdn. Bhd. will review the legitimacy of the claims prior appointing a transporter to pick up the item(s) at the Member's place. The copies of the delivery incident report and invoice must be enclosed during returning the products. Sophie Paris Sdn. Bhd. shall not responsible for any transporter charges if:
 - The transporter is appointed by the Member;
 - The pick up point is outside Malaysia territory
- Handing over the products to the After Sales Services Counter of Sophie Paris Sdn. Bhd. at C-01, PJX-HM Shah Tower No.16A, Persiaran Barat, 46050 Petaling Jaya, Selangor Darul Ehsan. The Member is required to present the invoice.

Sophie Paris Sdn. Bhd. will replace the disputed item with a new item; or the amount of the items will be credited to the Member Credit which can be used for future purchase if the item is no longer available (the replacement order cannot be mixed with a new order).

The standard 30-calendar-day warranty terms and conditions will be applied (please refer to Clause 7 in Membership Application Form and Clause 6.1 in Member's Manual). The beginning of the warranty period is the date of issuance of the invoice. The date that will be taken into account for the calculation of the warranty validity period is the date Sophie Paris Sdn. Bhd. receives the products with complete documentation.

The Member shall inform Sophie Paris Sdn. Bhd. should there be any wrong or missing items within 2 working days from the time of the delivery.

Sophie Paris Sdn. Bhd. reserves the right (or subject to clarification) to reject any request for warranty of broken/ missing/ wrong item at the sole discretion due to:

- End of warranty period,
- Absence or incompleteness of documents,
- The fact that the item is considered as non-broken or non-missing or properly delivered.

In this case and in the event that the products have already been received at Sophie Paris Sdn. Bhd., the Member can:

- Have the products delivered to the Member at Member's expense.
- Collect the products at SOPHIE Flagship Store within 30 days upon presentation of the original invoice.

The unclaimed products will be destroyed by Sophie Paris Sdn. Bhd. and cannot be claimed by the Member if the Member failed to pick up the products at SOPHIE Flagship Store within 30 days.