

Terms and Conditions

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This page, together with the documents referred to on it, tells you the terms and conditions (referred to as these Terms and Conditions, when using this website) on which gala365.my, (hereinafter referred to as “we”,) provide any of the discount coupons listed on our website (“Site”) to you.

Please read these Terms and Conditions carefully before downloading any discount coupons from the Site. You should understand that by downloading any discount coupons, you agree to be bound by these terms and conditions.

Privacy and Data Protection

gala365.my’s privacy policy explain how we treat your personal data and protect your privacy when you use our Site. If you think somebody is violating your personal identification information and want to notify us, you can find our contact information in the ‘Contact Us’ section.

Disclaimer

1. When downloading a discount coupon, you must register for an Account on the Site. You must follow the instructions on the Site as to how to download your coupon from the Site.
2. You shall make the payment to the relevant merchant in full and show your QR code to the merchant for discount redemption. The relevant discount will be recognized with a valid scan of the QR code by the respective merchant.
3. You undertake that all details you provide to us for the purpose of download or redeem of the discount coupon will be correct.
4. When you download the discount coupon from the Site, you have agreed to these Terms and Conditions. You are responsible for reviewing the latest Terms and Conditions each time you download or redeem the discount coupon.
5. We allocate rewards point to you upon a valid scan of the QR code by our merchant for discount redemption. However, we reserve the right to terminate or adjust the rewards point ratio.
6. You shall redeem a particular product from our site should you have sufficient rewards points for particular products.
7. We reserve the rights to validate your personal details upon your product redemption. We shall not be obliged to supply the Product to you until we have validated your particulars. Unless expressly stating that we are accepting your redemption, an email, letter, fax, or other acknowledgement of your redemption by us is purely for information purposes and does not constitute a confirmation of redemption. In that Acknowledgement, we may give you a reference number and details of the Product you have redeemed. We may in our discretion

refuse to accept your redemption for any reason, including unavailability of supplies or we may offer you an alternative Product (in which case we may require you to first re-submit your redemption).

6. If you discover that you have made a mistake with your redemption after you have submitted it to the Site, please contact info@gala365.my immediately. However, we cannot guarantee that we will be able to amend your redemption in accordance with your instructions.

7. Members must pay for domestic delivery, overseas shipping, bank transfer fee, tariffs, and other charges if applicable.

Cancellation

1. Merchant will be accountable to address any returned items from customer due to physical defects on the purchased items. Customer has to deal with Merchant for any exchange or refund.
2. In the event a cancellation is finally possible, the customer may be charged for penalty or shipping cost for the returned of the Products, based on the conditions set by the respective merchant.

Delivery

1. We aim to deliver the Product to you at the place of delivery requested by you in your Order.
2. We shall aim to let you know if we expect that we are unable to meet our estimated delivery date, but, to the extent permitted by law, we shall not be liable to you for any losses, liabilities, costs, damages, charges or expenses arising out of late delivery.
3. On delivery of the Product, you may be required to sign for delivery. You agree to inspect the Product for any obvious faults, defects or damage before you sign for delivery. You need to keep receipt of the delivered Product in case of future discussions with us about it.
4. Please note that it might not be possible for us to deliver to some locations. If this is the case, we will inform you using the contact details that you provide to us when you make your Order and arrange for cancellation of the Order or delivery to an alternative delivery address.

Online Sales Return Policy

1. We do not accept return or exchange unless the item you purchased is defective or damaged.
2. In circumstances where you consider that a product is defective, a return request must be logged within seven (7) calendar days from the date you received it.
3. Please contact our Customer Care center at 1800-888-365 or email to info@gala365.my to log your request.
4. Our Customer Care will assess your request based on the checklist and approve/reject accordingly, to determine whether you are entitled to a refund or a replacement as a result of the defect.
5. Your return request must be accompanied by any of the following Proof of Purchase documents:
 - Original Delivery Order (no photocopy accepted).
 - Original Invoice (no photocopy accepted).
 - Original Payment Receipt (no photocopy accepted).
6. You will be responsible to pay for your own shipping costs for returning your item. Shipping costs are non-refundable.
7. We will only reimburse postage cost for returned item that is defective or incorrectly shipped.
8. You have to return the item and include the completed Return Slip, by sending it to the following address:

Optosem Systems Sdn. Bhd.
(Attn : Return Department)
No. 5, Jalan Tampoi 7/4,
Kawasan Perusahaan Jalan Tampoi,
81200 Johor Bahru,
Johor Darul Takzim.

9. You are responsible for any loss or damage to the item during shipment. We do not guarantee that we will receive your returned item.
10. Upon receipt of the returned product, we will fully examine it within 5 business days, and notify you whether you are entitled to a return or a replacement as a result of the defect.
11. If you are entitled to a return, we will refund your purchase price and a credit will automatically be applied to your original payment method within 7 business days. You will receive the credit within a certain amount of days, depending on your bank's policies.
12. If you are entitled to a replacement, we will send you a replacement product within 7 business days.

Amendment to the Terms and Conditions

We reserve the right to amend these Terms and Conditions at any time. All amendments to these Terms and Conditions will be posted on-line. However, continued use of the Site will be deemed to constitute acceptance of the new Terms and Conditions.