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Unicity's Monthly Subscription Program Policy!

By joining our Unicity Monthly Subscription Program, you authorize Unicity to process and ship your orders monthly, charging the payment method of your choice. Here's a breakdown of how our program works:

Subscription Flow:

- Initial Subscription: For new subscribers, your first order will be shipped within 3 business days (West Malaysia) and within 7 business days (East Malaysia) after receiving your subscription agreement. Thereafter, expect consistent monthly deliveries.
- Monthly Shipments: After receiving your payment each month, we'll ship your order. We only accept credit card payments. Please note, shipments are initiated only after full payment. Generally, orders will be shipped within 3 business days (West Malaysia) and within 7 business days (East Malaysia) following payment confirmation.
- Delivery Timeline: Typically, you will receive your orders within 3 business days (West Malaysia) and within 7 business days (East Malaysia) from the order date. Orders are subject to standard shipping and handling charges.
- Promo Delivery:
 - West Malaysia: Feel Great subscription and all other orders worth MYR600 and above are free delivery.
 - East Malaysia: Feel Great subscription ONLY, Promotion delivery fee is at MYR20 (Below 2KG), MYR30 (2-2.99KG), MYR40 (3-3.99KG) and so on.

- Standard Delivery
 - West Malaysia – Delivery Fee is at MYR10 flat for orders less than MYR600.
 - East Malaysia – Delivery Fee is at MYR25 (Below 2KG), MYR40 (2–2.99KG), MYR50 (3–3.99KG) and so on.

Subscription Management:

- Automatic Subscription: Enjoy the ease of automatic monthly deliveries of your chosen products.
- Modifying Your Subscription:
 - *Online*: Make changes by logging into your Unicity account. For changes to be effective for the upcoming shipment, please adjust your subscription at least 5 calendar days before your next scheduled shipment.
 - *Offline*: Send an email to malaysia.customerservice@unicity.com requesting to "Modify" your active subscriptions at 5 business days prior to your next shipment.
- Canceling Your Subscription:
 - *Online*: Cancel your subscription at any time by logging into your Unicity account and choosing the cancellation option.
 - *Offline*: Send an email to malaysia.customerservice@unicity.com, requesting to cancel your active subscriptions at 5 business days prior to your next shipment. Please note, if the cancellation notice is received less than 5 business days before shipment, it may not prevent that month's shipment.

Subscription Order Cancellation Policy:

You have the right to return your subscription order within THREE (3) BUSINESS DAYS from the date you received the product, provided that the items are unopened, sealed, and in resellable conditions. You can return the order at your own expense at UNICITY MALAYSIA. L1.07–L1.10, Level 1, KL Gateway Mall, No.2, Jalan Kerinchi, Gerbang Kerinchi Lestari, 59200, Kuala Lumpur. The refund will be processed within Fourteen (14) Business Days after the return order is received at the warehouse.

Please note that your refund may be subject to merchant's fee and/or processing fee, which is determined by your issuing bank's terms and conditions.

Product Refund Policy

- Member product refund policy, refer Member T&C on page 5
- Distributor product return policy, refer Distributorship Policies & Procedures at section.5

Unicity Shipping Policy

Unicity Malaysia is committed to delivering our products to customers wherever they are in the country. Here's what you need to know about our shipping policies and options:

- Pick-up @ Unicity Malaysia KL Gateway Office
Address: UNICITY MALAYSIA. L1.07-L1.10, Level 1, KL Gateway Mall, No.2, Jalan Kerinchi, Gerbang Kerinchi Lestari, 59200, Kuala Lumpur.
- Promo Delivery
 - West Malaysia: Feel Great subscription and all other orders worth MYR600 and above are free delivery.
 - East Malaysia: Feel Great subscription ONLY, Promotion delivery fee is at MYR20 (Below 2KG), MYR30 (2-2.99KG), MYR40 (3-3.99KG) and so on.
- Standard Delivery
 - West Malaysia - Delivery Fee is at MYR10 flat for orders less than MYR600.
 - East Malaysia - Delivery Fee is at MYR25 (Below 2KG), MYR40 (2-2.99KG), MYR50 (3-3.99KG) and so on.
 - Timeframe: 3 business days (West Malaysia) and 7 business days (East Malaysia)
- Tracking Your Order: Once your order is dispatched, you'll receive a tracking number. This allows you to monitor the progress of your shipment and know exactly when to expect your Unicity products.
- Customer Service Support: Should you have any questions about shipping, or if you need assistance with your order, our dedicated customer service team is here to help. We can provide information on shipping options, assist with tracking, and help resolve any issues that may arise during the shipping process.

Member Terms & Conditions

Agreement between user and Unicity

Welcome to www.unicity.com and related web pages (collectively “the Site”), which is operated by Unicity International, Inc. and its affiliate companies (collectively “Unicity”). The Site is offered to you conditioned on your acceptance without modification of the terms, conditions, and notices contained herein (the “Terms”). Your use of the Site constitutes your agreement to all such Terms. Please read these terms carefully, and keep a copy of them for your reference.

The Site is an e-commerce site

This site is intended to be used to browse content and make authorized purchases, and shall not be used for any other purpose.

Privacy

Your use of the Site is subject to the terms of Unicity’s Privacy Policy, which can be found by clicking on the “Privacy” link at the bottom of the Site. The Privacy Policy contains information about Unicity’s data collection and use. Please review it.

Electronic communications

Visiting the Site or sending emails to Unicity constitutes electronic communications. You consent to receive electronic communications and you agree that all agreements, notices, disclosures and other communications that we provide to you electronically, via email and on the Site, satisfy any legal requirement that such communications be in writing.

Your account

If you use this site, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account or password. You may not assign or otherwise transfer your account to any other person or entity. You acknowledge that Unicity is not responsible for third party access to your account that results from theft or misappropriation of your account information. Unicity and its associates reserve the right to refuse or cancel service, terminate accounts, or remove or edit content in our sole discretion.

Unicity does not knowingly collect, either online or offline, personal information from persons under the age of 13. If you are under 18, you may use the Site only with permission of a parent or guardian.

Product return policy

Feel Great in 60 days or your money back!

Unicity stands behind its products by offering non-Distributor purchasers a 100% money-back satisfaction guarantee on Feel Great. If, for any reason, within 60 days after your purchase date you are dissatisfied with your Feel Great products, Unicity will, upon your written request, issue to you a purchase-price refund (exclude delivery fee). Here's how:

- **Return Process:** To initiate a refund, please send the unused product back to Unicity in its original packaging, as well as the container. Include a signed letter stating the reason for your dissatisfaction and requesting a refund. Thereafter you must provide a statement that you have received the refund. This Guarantee applies to Customers only and is not extended to Unicity Distributors.

Except as provided above, Unicity products are sold without warranty of any kind, including the implied warranties of merchantability and fitness for a particular purpose. In no event will Unicity be liable for any direct, indirect, consequential or incidental damages arising out of the use of or inability to use Unicity products, even where Unicity has been advised of the possibility of such damages. Some jurisdictions may restrict or not allow the limitation of liability for consequential damages, so the above limitation may be limited.

- **Refund Issuance:** Once we receive the returned product, a refund will be issued to your original payment method. The refund amount may be subject to merchant's fee and/or processing fee, which is determined by your issuing bank's terms and conditions. If you do not receive a complete refund within Fourteen (14) Business Days of your written request, please contact the Unicity Customer Service Department by e-mail at malaysia.customerservice@unicity.com.
- **Adjustments for Referrals:** If you earned credit from referring others to Unicity, and they return products, your credit balance may be adjusted accordingly. This means if someone you referred returns a product, the credit you earned for that referral may be deducted from your balance.
- **Handling Credit Deficits:** In cases where the deduction for returned products exceeds your current credit balance, future credits you earn will first offset this deficit. You'll be able to use additional credits only after the deficit is fully compensated.

***Disclaimer:** Refund may be subject to merchant's fee or/and processing fee, which is determined by your issuing bank's terms and conditions.*

Links to Third Party Sites/Third Party Services

The Site may contain links to other websites (“Linked Sites”). The Linked Sites are not under the control of Unicity and Unicity is not responsible for the content of any Linked Site, including without limitation any link contained in a Linked Site, or any changes or updates to a Linked Site. Unicity is providing these links to you only as a convenience, and the inclusion of any link does not imply endorsement by Unicity of the Linked Site or any association with its operators.

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No unlawful or prohibited use of the Site and Unicity’s intellectual property

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All content included as part of the Site, such as text, graphics, logos, images, as well as the compilation thereof, and any software used on the Site, is the property of Unicity or its suppliers and protected by copyright and other laws that protect intellectual property and proprietary rights. You agree to observe and abide by all copyright, trademark, and other proprietary notices, legends or other restrictions contained in any such content and will not make any changes thereto.

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Third Party Account

You may be able to connect your Unicity account to third party accounts (such as those for social media websites). By connecting your Unicity account to your third party account, you acknowledge and agree that you are consenting to the continuous release of information about you to others (in accordance with your privacy settings on those third party sites). If you do not want information about you to be shared in this manner, do not use this feature.

International users

The Site is controlled, operated and administered by Unicity from our offices within the USA and offices in other locations around the world. If you access the Site from a location outside the USA, you are responsible for compliance with all local laws. You agree that you will not use the content accessed through the Site in any country or in any manner prohibited by any applicable laws, restrictions or regulations.

Indemnification

You agree to indemnify, defend and hold harmless Unicity, its officers, directors, employees, agents and third parties, for any losses, costs, liabilities and expenses (including reasonable attorneys' fees) relating to or arising out of your use of or inability to use the Site or any related services, any user postings made by you, your violation of any Terms of this Agreement or your violation of any rights of a third party, or your violation of any applicable laws, rules or regulations. Unicity reserves the right, at its own cost, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you, in which event you will fully cooperate with Unicity in asserting any available defenses.

Liability Disclaimer

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Termination/Access Restriction

Unicity reserves the right, in its sole discretion, to terminate your access to the Site and the related services or any portion thereof at any time, without notice. To the maximum extent permitted by law, this Agreement is governed by the laws of the State of Utah in the United States of America, without regard to the conflicts of laws provisions therein, and you hereby consent to arbitration in Utah County, State of Utah. Use of the Site is unauthorized in any jurisdiction that does not give effect to all provisions of these Terms, including, without limitation, this section.

You agree that no joint venture, partnership, employment, or agency relationship exists between you and Unicity as a result of this Agreement or use of the Site. Unicity's performance of this Agreement is subject to existing laws and legal process, and nothing contained in this Agreement is in derogation of Unicity's right to comply with governmental, court and law enforcement requests or requirements relating to your use of the Site or information provided to or gathered by Unicity with respect to such use. If any part of this Agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the Agreement shall continue in effect.

Unless otherwise specified herein, this Agreement constitutes the entire agreement between the user and Unicity with respect to the Site and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral or written, between the user and Unicity with respect to the Site. A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial, arbitration, or administrative proceedings based upon or relating to this Agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form. It is the express wish of the parties that this Agreement and all related documents be written in English.

Changes to Terms

Unicity reserves the right, in its sole discretion, to change the Terms under which the Site is offered. The most current version of the Terms will supersede all previous versions. Unicity encourages you to periodically review the Terms to stay informed of our updates.

Contact Us

Unicity welcomes your questions or comments regarding the Terms:

Email address: malaysia.customerservice@unicity.com

Effective as of January 01, 2015

Updated: January 31, 2024