



ALTEL SHOPEE Terms & Conditions

General

1. The ALTEL SHOPEE services ("ALTEL SHOPEE Services") are made available by Net2One Sdn Bhd (Company No. 201201010379 (983899-V)) ("Net2One" or "our" or "we" or "ALTEL") at our sole and absolute discretion. By ordering, purchasing and subscribing to ALTEL SHOPEE Services, you hereby unconditionally:
 - (a) acknowledge that you have read and fully understood these ALTEL SHOPEE Terms and Conditions, General Terms and Conditions of Services at https://www.altel.my/personal/legal/pdf/General-Terms-Conditions_version.aspx together with all terms and conditions listed in the General Terms and Conditions of Services ("T&Cs") and agree to be bound by the T&Cs;
 - (b) consent for ALTEL to use and process your personal information and data in accordance with ALTEL Privacy Policy as posted on <https://www.altel.my/personal/legal/pdf/PRIVACY-STATEMENT.aspx>.
2. Unless otherwise indicated in these ALTEL SHOPEE Terms & Conditions, the terms and expressions used in these ALTEL SHOPEE Terms & Conditions shall bear the same meanings as the terms and expressions used in the General Terms and Conditions of Services.
3. These T&Cs shall also be applicable to the person that you allow to have access to your Account. You are responsible to ensure that the person you allow to use the Services comply with the T&Cs.

Orders and Availability

4. All ALTEL products listed for ALTEL SHOPEE Services ("Product") shall be subject to availability. ALTEL may reject your order(s) due to the following reasons:
 - (i) the Product ordered is out of stock;
 - (ii) we are not able to obtain authorisation for your payment;
 - (iii) there is an error to the order;
 - (iv) there is a system or procurement failure;
 - (v) you have failed validation check(s).
5. We reserve the right to change the price, fees, charges of the Product at any time without any notice or liability to you.
6. We may correct any errors or inaccuracies and change or update information on SHOPEE platform or any other platform or document related to this ALTEL SHOPEE Services without notice.



7. You are not allowed to cancel the purchase of the Product once payment has been made.
8. You may only purchase a maximum of five (5) SIMS in total. ALTEL reserves the rights to limit the quantities of certain Product that you purchase.
9. You may only purchase the Product if you are 18 years old and above.

Delivery and Shipping Policy

You hereby understand and agree that:

10. All deliveries of the Product will be conducted by ALTEL's appointed party(ies) or courier service provider(s) of which ALTEL has no control of the delivery times.
11. All deliveries of the Product shall be subject to the terms and conditions of our appointed courier service provider.
12. All parcels will be delivered to the address based on the details that you have provided in your order confirmation. We will not be liable for the delivery to the wrong address due to incorrect information provided by you.
13. Your undelivered shipment will be held for seven (7) days from the delivery attempt date and in event of the shipment is uncollected by the receiver, our courier service provider will return the shipment to the us.
14. Product not delivered and uncollected by you after 7 days will be returned to us and no refund will be given. Additional fee may be imposed by ALTEL or ALTEL's appointed courier service provider if additional attempt(s) for delivery is required.
15. Shipping/delivery charges are determined by the Product packing size, weight and delivery location.
16. Risk of loss and damage to the Product shall pass to you upon Product being delivered.
17. Third party collection of the Product is not allowed.
18. You are not allowed to change your shipping address once the Product is shipped.
19. SIM purchase is only available within Malaysia.



Claims

20. If ALTEL Product is defective upon receipt, you must within twelve hours of receipt make a report to ALTEL Customer Service.

Cancellation and Refund Policy

21. All payments made on confirmed orders are non-refundable.