

Subscription Service Policies

Refund Policy • Cancellation Policy • Terms & Conditions

Applies to Foodlink software subscription services and related digital services. No physical goods are sold under these policies.

Service Type Software subscription / digital service	Delivery Digital access only; no physical delivery
Cancellation May be requested before the next billing period	Refunds Reviewed for duplicate, incorrect or failed-service charges

Purpose. These policies explain how payments, refunds, cancellations and use of Foodlink subscription services are handled. They are intended to provide clear information to customers and payment service providers processing Foodlink subscription payments.

1. Refund Policy

1.1 Eligibility for Refunds

- A refund may be considered where a customer has been charged more than once for the same subscription transaction.
- A refund may be considered where an incorrect amount was charged due to a confirmed billing or system error.
- A refund may be considered where payment was successfully collected but the purchased subscription service could not be activated or provided due to a confirmed Foodlink-side technical issue and the issue cannot be reasonably resolved.
- Any refund request is subject to verification of the transaction and account details.

1.2 Non-Refundable Situations

- Fees for a subscription period that has already been substantially used or consumed are generally non-refundable, except where required by applicable law.
- Change of mind after the subscription has been activated does not automatically qualify for a refund.
- Failure to use the subscribed service, where the service remained available, does not by itself qualify for a refund.
- Charges caused by incorrect information submitted by the customer may be declined for refund unless Foodlink determines that a refund is appropriate.

1.3 Refund Request Process

- Customers should submit a refund request through Foodlink support and provide the account or merchant name, transaction reference, payment date, amount and reason for the request.
- Foodlink will review the request and may ask for reasonable supporting information before approving or rejecting the refund.
- Approved refunds will normally be returned to the original payment method. Processing time after approval depends on the payment gateway, bank or card issuer.

2. Cancellation Policy

2.1 Cancelling a Subscription

- A customer may request cancellation of a Foodlink subscription through the available account, billing or support channel.
- Cancellation stops future subscription charges after the applicable paid subscription period, unless otherwise stated in the relevant service order or commercial agreement.
- Where recurring billing is enabled, the customer should submit the cancellation request before the next scheduled billing date to avoid the next renewal charge.

2.2 Access After Cancellation

- Unless otherwise agreed, cancellation does not immediately remove access that has already been paid for. Service may remain available until the end of the current paid subscription period.
- After the subscription ends, access to subscription-only functions may be suspended or terminated.

2.3 Cancellation by Foodlink

- Foodlink may suspend or terminate a subscription for material breach of these Terms, unlawful or abusive use, security risk, non-payment, or where continued provision of the service is not reasonably possible.
- Where practical, Foodlink will provide reasonable notice before termination, except where immediate action is necessary for security, legal or operational reasons.

3. Terms & Conditions

3.1 Nature of the Service

Foodlink provides software, platform access and related digital subscription services. No physical product or physical delivery is included unless expressly stated in a separate written agreement.

3.2 Account Responsibility

Customers are responsible for providing accurate account information, keeping login credentials secure, and ensuring that authorised users comply with these Terms.

3.3 Subscription Fees and Payment

Subscription fees and applicable billing periods will be shown in the relevant quotation, order, billing page or agreement. Payment may be processed by a third-party payment gateway. Customers authorise the applicable payment when confirming a transaction. Where recurring billing is used, recurring charges will only apply where the customer has agreed to that billing arrangement.

3.4 Taxes and Charges

Prices may be subject to applicable taxes, duties or statutory charges where required. Any applicable amount will be stated on the relevant invoice, quotation or payment request where required.

3.5 Service Availability

Foodlink aims to provide reliable access to its services but does not guarantee uninterrupted availability at all times. Maintenance, upgrades, third-party service interruptions, security events or circumstances beyond reasonable control may temporarily affect availability.

3.6 Acceptable Use

Customers must not use the service for unlawful activity, fraud, unauthorised access, abuse, interference with system integrity, or any activity that violates applicable law or third-party rights.

3.7 Intellectual Property

Foodlink and its licensors retain ownership of the software, platform, branding, documentation and other intellectual property associated with the service. Subscription payment grants a limited right to use the service during the applicable subscription period and does not transfer ownership of the software.

3.8 Customer Data

Customers remain responsible for the accuracy and legality of data they submit to the service. Foodlink may process such data as reasonably necessary to provide, secure, maintain and support the service, subject to applicable privacy and data-protection requirements.

3.9 Third-Party Services

Certain functions may rely on third-party services, including payment gateways, messaging services, hosting providers or other integrations. Foodlink is not responsible for interruptions or restrictions caused solely by a third-party service outside Foodlink's reasonable control.

3.10 Limitation of Liability

To the extent permitted by applicable law, Foodlink will not be liable for indirect, incidental or consequential losses arising from use of the service. Nothing in these Terms excludes liability that cannot legally be excluded or limited.

3.11 Changes to Services or Terms

Foodlink may update service features, pricing or these Terms from time to time. Material changes affecting an active subscription will be communicated through reasonable channels where appropriate.

3.12 Governing Requirements

These policies are subject to applicable Malaysian law and any mandatory consumer or payment-service requirements that apply to the relevant transaction.

4. Customer Support and Payment Enquiries

For subscription, billing, refund or cancellation enquiries, customers should contact Foodlink through the official support channel shown on the Foodlink website, quotation, invoice or service agreement. Customers should include sufficient transaction details so the request can be verified promptly.

5. Payment Gateway / Production Testing

Foodlink may use its own merchant payment gateway account to validate and test subscription payment flows in a production environment. Such testing is limited to legitimate Foodlink transactions and does not change the customer rights or obligations stated in these policies.

Effective date: 21 August 2026