

4U Institute Standard Purchase Terms & Conditions

("4U Malaysia Sdn Bhd" & "QSC Wisdom Universe Sdn Bhd" are companies under care of QSC group of Companies)

General

A. "Buyer" means the entity issuing the Order, and any affiliates, subsidiaries, successors or assigns thereof. "Seller" means person, firm or company to whom the Order is addressed. "Materials" means all the products and/or services to be supplied by Seller under the Order. "Order" means the purchase order issued by Buyer for the supply of Materials, which may be an oral communication or a written or electronic document, and may also include particular shipping instructions and/or other specifications required by Buyer for the Materials.

B. You agree that the QSC Group of Companies reserves the right to amend these terms and conditions at any time at our sole discretion and post any such amendment(s) to QSC Group of Companies' official websites without prior and separate notice.

B. Our continued use of the site or any part of it after amendment to these terms and conditions will be deemed as full knowledge and acceptance of the revised terms and conditions. If you do not agree to any such amendment(s), your sole recourse shall be to cease using the site.

Workshops

1. Seller agrees to sell, transfer and deliver the Materials to Buyer for the purchase price set forth in the Order, subject to all of the covenants, terms and conditions hereof.
2. Should you unable to be present for the workshop, do call to inform the Seller within Seven (7) working days before the onset of the workshop for replacement of participant(s) and a 3% administration charges on course fees shall apply. Neither refund nor replacement with another workshop or name is allowed should the notification only receive on the registration day.
3. Once payment has made and require refund, do inform the Seller within Five (5) working days after registration is made and a 10% administration charges on course fees shall apply. Request comes in after the 5 working days shall deem void.
4. Participants' information will be strictly for our internal usage and kept private & confidential. However, videos or photos taken during the workshop period will be used for our future public exposure. Do inform our Customer Service personnel Mr Matt at +6012 411 1371 should you have any concern on this matter.
5. The Seller has confidence in our 100% satisfaction guarantee claim and we want you to be passionate about the learning. Should you not satisfy with our workshops, do directly contact our Customer Service personnel Matt Tieu at +6012 411 1371 and relevant survey will be carried out.

6. All the teaching materials and contents of merchandized products, such as CDs, DVDs, books and etc are patented. Thus duplication of such is strictly not allowed.

7. No video and voice recording is allowed throughout the workshop. You are not allowed to use our intellectual properties for your own usage as all our hard and soft course Materials are patented and legal actions will be taken should illegal usage take place.

Online Order

1. Once you have selected product(s) you wish to order online you will then be shown the relevant charges, including taxes & delivery charges, if any statutorily required to pay.
2. We will need to accept your order and payment first then only we could supply according to your Order. Only then we are legally bound to supply the product to you.
3. Delivery of goods will only take effect after we have received your full payment.
4. All sales are final, no refunds nor exchanges. You are not allowed to cancel the Order once a Confirmation of Order is issued.
5. The Seller may cancel the order if the Materials are not available for any reason. Should this happen, we will notify you and make necessary refund.
6. Refund will be credited into your credit card account (if it is transacted via this) depending on the period of time your financial institution required to arrange for the refund.
7. We aim to deliver the within the time frame indicated officially (standard practice 3 working days for shipping) but we are unable to guarantee any firm delivery dates & time upon order if stocks are not available and to the extent permitted by law, we shall not be liable to you for any losses, liabilities, costs, stolen, damages, charges or expenses arising out of delivery.
8. Buyer may revoke acceptance of any Materials which Buyer at a later time discovers to be defective. Upon rejection or revocation of acceptance of any Materials, Seller promptly shall replace or correct, at Buyer's option, any unsatisfactory units at Seller's expense, including all shipping costs. Buyer's failure to inspect or reject Materials, or payment for Materials, shall not relieve Seller of any of its obligations hereunder or constitute a waiver of any of Buyer's rights hereunder.
9. All Materials must be returned to Buyer, within 7 working days of receiving the unsatisfactory units.
10. All unsatisfactory units must be returned to Buyer in the original selling condition and include the original product packaging, and labels.
11. Seller reserves the right to amend or change any of the above terms & conditions without prior notice.

Disclaimer

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protection law and to the fullest extent permitted by law, we shall not be liable for any direct, indirect, incidental, consequential or punitive damage or for damages for lost profits or for loss of revenue arising out of any use of, access to, or inability to use the site. Without limiting the foregoing:

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