

Refund Policy

Last updated: January 25, 2023

Thank you for your interest in our service at ARMS2U.

If, for any reason, You are not completely satisfied with our services, We invite You to review our policy on cancellation and refunds.

The following terms are applicable for any products that You subscribed with Us.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Return and Refund Policy:

- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to ARMS2U Digital Solution, F-2-2, 280 Park Homes, Jalan Prima Utama 3, Taman Puchong Prima, 47150 Puchong, Selangor.
- **Services** refer to the online services offered under Your subscription.
- **Orders** mean a request by You to subscribe Services from Us.
- **Website** refers to Apartment & Residential Management System, accessible from <https://www.arms2u.com> with a custom sub-domain for your premise.
- **You** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Your Order Cancellation Rights

You are entitled to cancel Your Order within 7 days without giving any reason for doing so.

The deadline for cancelling an Order is 7 days from the date on which You subscribed to our Services or on which a third party you have appointed, who is not the carrier, takes possession of the product delivered.

In order to exercise Your right of cancellation, You must inform Us of your decision by means of a clear statement. You can inform us of your decision by:

- By email: support@arms2u.com
- By visiting this page on our website: <https://www.arms2u.com/#contactus>
- By phone number: 601123252900

We will reimburse You no later than 14 days from the day on which We receive the returned Services. We will use the same means of payment as You used for the Order, and You will not incur any fees for such reimbursement.

Conditions for Refund

In order for the Services to be eligible for a refund, please make sure that:

- The Services were subscribed in the last 7 days

The following Services cannot be refunded:

- The supply of Services made to Your specifications or clearly personalized.
- The supply of Services which according to their nature are not suitable to be returned, deteriorate rapidly or where the date of expiry is over.
- The supply of Services which are, after completion, according to their nature, inseparably mixed with other items.

We reserve the right to refuse refunds of any service that does not meet the above return conditions in our sole discretion.

Contact Us

If you have any questions about our Returns and Refunds Policy, please contact us:

- By email: support@arms2u.com
- By visiting this page on our website: <https://www.arms2u.com/#contactus>
- By phone number: 601123252900