

REFUND POLICY

INTRODUCTION

These terms and conditions govern the refund policy of “**propJECT**” (“**the Platform**”). owned by **propJECT International Sdn. Bhd. (Company No. 202201025726 (1471423K))** (“**the Company**”). The Refund Policy applies in addition to the Platform’s Terms of Use and in the event of inconsistency, the Refund Policy shall prevail. The Refund Policy is only applicable to Property Owner and/or Agent who purchases credits from the Platform for the listing of the Property purpose.

All the terms shall have the meaning set forth in the Platform’s Terms of Use unless otherwise defined in this Refund Policy.

By using the Platform as the Property Owner and/or Agent, you are indicating that you have read and that you understand and agree to be bound by this Refund Policy.

We may change or otherwise modify the Refund Policy in the future in accordance with the terms and conditions herein at any time and for any reason, and you understand and agree that your continued access or use of this Platform after such change signifies your acceptance of the updated or modified terms. Supplemental terms and conditions or documents that may be posted on the Platform from time to time are hereby expressly incorporated herein by reference.

A. Credit Purchase

1. The Platform offers credits for purchases, which can be used to unlock various features and services on our Platform.
2. Credits are available for purchase through our website or designated payment methods. The number of credits you purchase will be added to your account.
3. All credit purchases are final, and the Company do not offer refunds for any utilized credits.

B. Refund Eligibility

1. Refunds will only be considered in the following circumstances: -

- Billing errors that result in overcharging; and
- Unauthorized or fraudulent credit card charges

2. Refund requests must be submitted within Seven (7) days of the credit purchase.

C. How to Request a Refund

1. To request a refund, please contact our customer support team at cs@proproject.com by providing the following information: -
 - Your username and email associated with your account;
 - The transaction details, including the date and amount of the purchase; and
 - A detailed explanation of the reason for your refund request.

D. Refund Processing

1. We will review your refund request within Seven (7) business days.
2. If your request is approved, we will process the refund back to the original payment method used for the purchase or direct bank transfer to your bank account.
3. Please note that it may take several business days for the refund to appear in your account, depending on your financial institution.

E. General Provisions

1. Modification or Termination

We reserve the right to update or modify or terminate this refund policy, at any time, in its sole discretion. If the Platform modifies this Refund Policy, the changes will be communicated to you via email or by posting a notice on our Platform.

2. Entire Agreement

This Refund Policy constitutes the entire and exclusive understanding and agreement between the Platform and the users and supersedes and replaces any and all prior

oral or written understandings or agreements between the Platform and the users regarding this Refund Policy.

3. Time

Time is of the essence of this Refund Policy whenever mentioned.

4. Applicable Law

Laws of Malaysia shall be the governing law in this Refund Policy.

If you have any questions or concerns regarding our refund policy, please contact our customer support team.

Date: 26th October 2023