

Welcome to yl.com.my. This 'Site' is provided by YL as a service to its customer.

Please take note of the terms we use in this site:

“Customer/User”	refers to the person using YL website
“Working day”	refers to Kuala Lumpur’s working day.
“Product”	refers to customer’s order
“Service”	refers to YL’s production in the product ordered by the customer offered by YL.
“Site”	refers to yl.com.my.

1 Acceptance of Terms

(www.yl.com.my) provides services to you subject to the following Terms and Condition, which may be updated by YL from time to time without prior notice to the user. Please note that user of the YL is bound to the unconditional agreement for the terms and conditions stated hereinafter.

2 Warranty

YL shall produce proper cutting, accurate colour reproduction and printing quality in all the products order by the user save and unless in circumstances which are beyond YL’s control and ability YL shall not be held responsible for the following:

- Spelling, punctuation or grammatical errors made or provided by the Customer.
- Poor and low-resolution of uploaded images (artwork) supplied by the Customer.
- Design errors or colour selection errors introduced by the Customer of their artworks.
- Errors in user- for selected wrong options in product type, size, finishing options or quantity.
- Incorrect file dimensions, image orientation, or file submission in accordance with YL specifications.
- Duplicate orders by the Customer.
- Incorrect file layout for folding, scoring, hole drilling, die cutting or other custom services.
- Incorrect shipping address, undeliverable packages or other errors created by the Customer.

User is to ensure the accuracy of the order prior to User’s placement for an order with YL and to preview the User’s designs carefully and correct any issues prior to placing an order with YL.

3 Order and Purchase Items from Site

Any typographical, clerical or other error or omission in the sales description, quotation, pricing, offers, invoice or other documents or information issued by YL shall to the extent permitted by law be subjected to correction without any liability or legal action imposed on YL. All ordered goods have to be collected within 3 months upon final payment, Company will not be responsible on any damage and losses after the grace period.

4 The Payment Mode

4.1 Payment using member's prepaid credits

Only member entitle special promotion on the product and only if using the prepaid credit to make the payment for the order. You could top up the prepaid credit by using our online payment gateway from Public Bank Berhad or FPX Facilities to bank into our Company's Bank Account.

4.2 Credit Card Payment – you pay your order on standard price through our Partner Gateway – Public Bank Berhad.

4.3 Internet Banking Transfer – you could directly pay your order by using the FPX Gateway to transfer into our Company's Account.

4.4 Bank in or transfer the accurate amount into following bank account details:

Bank:	Public Bank Berhad	Maybank Berhad
Account Name:	YL Image Graphics Sdn. Bhd.	YL Image Graphics Sdn. Bhd.
Account no.:	3070 3438 08	5141 4163 5971
Swift Code:	PBBEMYKL	MBBEMYKL

thereafter to email and/or fax to YL fax no: +603 6188 8623 for the bank in slip, YL shall only process the customer/buyer's order within 7 working day upon the customer/buyer's cheque's clearance or the payment is in receipt by YL Image Graphics Sdn. Bhd...

In the event the charges is less than Ringgit Malaysia Five Thousand (RM5,000.00) only the customer/buyer is to make payment to YL Image Graphics Sdn. Bhd. vide the local gateway services and in the event the charges is more than Ringgit Malaysia Five Thousand (RM5,000.00) only the customer/buyer is to make payment to YL Image Graphics Sdn. Bhd. vide offline services by bank in or Tele Transfer to YL Image Graphics Sdn. Bhd.'s account.

All payment made is to be round up to the nearest denomination as follows:

1-4 cents = 5 cents

6-9 cents = 10 cents

11-14 cents = 15 cents

16-19 cents = 20 cents

5 Refund and Order Cancellation Policy

Refund refers to the request of refund for the funds you have made. Cancellation Orders refers to the cancellation of the customer's order that customer have made through this website.

Refund request has to be made through direct contact with YL Image Graphics Sdn. Bhd. YL authorised personnel will review the customer/buyer's request and reserve its final right to either approve or reject the customer/buyer's request for the refund.

Refund of the Prepaid Credit will be required to send us an email the reason and the refund is upon the management approval with some administration fees which need to be paid.

Order cancellation cannot be done after the customers have confirmed and submitted order through this website unless it is expressly agreed by YL all orders are final, unless otherwise noted before processing the customer's order. Customer is to check their order before submit it to YL and to double check again prior to

the customer's payment. No cancellations shall be entertained. YL will start processing the customer's order within 24 hours once payment and all necessary materials have been received and to deliver the product after the full delivery costs is in receipt by YL. The delivery costs will be billed to the customer after the product has been completed by YL. YL will not responsible any costs related the claimed replacement inkjet product.

6 Artwork Files Upload

The customer can choose to upload the customer's artwork (if available) during ordering process. If the customer have multiple files for the artwork, the customer are required to compress all files into a single ZIP file before uploading the artwork to YL. The maximum file acceptable through YL website is 15MB. If the artwork file is larger than 15MB after zip, the customer can mail to YL in CD format or submit the artwork directly to any of YL branches, the address for the branches can be found in YL's web page.

The customer shall be fully responsible for the accuracy of the print-ready artwork files and to double check the artwork files carefully prior the uploading from the customer's files to YL during the ordering process and shall be subjected to the Terms and Conditions stated hereinafter **AND THAT** the customer/the user agree that they will not upload any artwork files consisting of the following material:

- Any material that could give rise to any civil or criminal liability under applicable law.
- Any material that could infringe rights of privacy, publicity, copyrights or other intellectual property rights without the permission of the owner.
- Any files that are harmful to YL system. Such as viruses, spyware, malware, etc.

7 Charges and Measurement on product ordered

Charges shall be calculated and round up in accordance to the nearest size and weight of the product as follows:-

0.01 to 0.4 sq. ft. = 0.5 sq. ft.

0.51 to 0.9 sq. ft. = 1.0 sq. ft.

8 Copyright

The User undertake and acknowledge that all content included on this Site, including, without limitation, the information, data, software, photographs, graphs, typefaces, graphics, images, illustrations, maps, designs, icons, written and other material and compilations are the intellectual property and copyrighted works of YL and any reproductions, duplicate, copy, sell, resell, visit or otherwise exploit YL website or material on YL website for commercial purpose without YL prior written consent or storage of Content retrieved from this Site in whatever forms, media and technologies now existing or hereafter developed are strictly prohibited and shall be an offence under the Copyright Act 1997.

9 Trademarks

- 9.1** "YL Ads" & "YL Image Graphics Sdn. Bhd.", and all other marks appearing on this Site are trademarks, registered trademarks or trade dress of YL. YL's trademarks and trade dress may not be used in connection with any product or service that is not YL's, in any manner that is likely to cause confusion among customer/buyer or in any manner that disparages or discredits YL. All other trademarks not owned by YL that appear on this site are the property of their respective owners, who may or may not be affiliated with, connected to, or sponsored by YL.
- 9.2** YL/YL Image Graphics Sdn. Bhd. shall not be held responsible for the costs, losses, damages, legal action and/or liability arises due to the customer/user infringement to any of the law of Intellectual Property or giving any other artworks not belong to the customer/user to YL to produce the products.

10 Unauthorized User Behaviour

The customer may only use this Site to make legitimate requests to purchase the products or services offered and shall not use this Site to make any speculative, false or fraudulent Requests. The customer may not use robots or other automated means to access this Site. It is a violation of law to place a request in a false name or with an invalid credit card. Any damage cost by hacking or unauthorized site activities, fraudulent User actions may be prosecuted to the fullest extent of the law.

11 User Bind to Agreement

The customer/user confirmed that the customer/user have read, understood and agree to YL Terms and Condition which are incorporated herein, and agree that the terms of such policy are reasonable and satisfactory to the customer/user.

12 Confidentiality

- 12.1** All confidential information furnished by the customer/user to YL or by YL to the Customer during the term of this Agreement, relating to the subject matter hereof, whether oral, written, machine-reproduced or in any other form (the "Information"), shall be kept confidential by the Party receiving the Information, except for purposes authorized by this Agreement, and neither Party shall disclose the Information to any person or firm unless previously authorized in writing by the other Party to do so; provided, however, that the Party receiving the Information may disclose the same to its responsible officers and employees and or its agents who require the Information for the purposes contemplated by this Agreement,
- 12.2** Notwithstanding any other provision hereof to the contrary, it is expressly understood and agreed by the parties that the obligations of confidentiality herein assumed shall not apply to the Information which:
- a) is at the time of disclosure or thereafter becomes a part of the public domain through no fault of the Party to whom the Information was provided pursuant to this Agreement; or
 - b) was otherwise in the receiving Party's possession prior to disclosure pursuant to this Agreement; or
 - c) is independently developed by the receiving Party in the course of work by the receiving Party's employees or employees of related companies who have not had access to the Information; or
 - d) the receiving Party is required by any law, regulation or legal process to disclose. In the event that such disclosure is required, the receiving Party shall provide the other Party with prompt notice of such

requirement so that the other Party may seek a protective order or other appropriate remedy or waive compliance with the provisions of this Agreement. In the event that a protective order or other remedy is obtained, the receiving Party shall use all reasonable efforts to assure that the Information disclosed shall be covered by such order or other remedy. Whether or not such protective order or other remedy is obtained or that the other Party waives compliance with the provisions of this Agreement, the receiving Party will disclose only that portion of the Information that it is legally required to disclose.

13 Variation

YL may revised the terms and conditions of this agreement from time to time without further notice to the customer/buyer, the customer/buyer is to check regularly for any revised terms and condition of this agreement vide YL website.

14 Governing Law and Resolution of Disputes

This Agreement shall be exclusively governed by Malaysian law, any disputes arising out of or in connection with this Agreement should be settled in an amicable way between the Parties and If settlement cannot be reached the case shall be exclusively settled by arbitration in a neutral country mutually agreed by the Parties.