

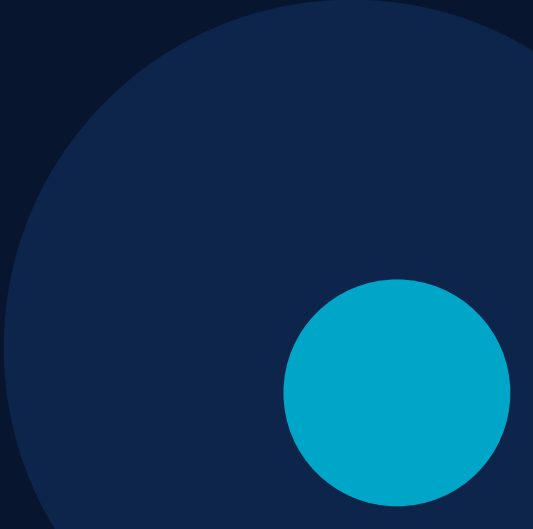
PALOH PRINT

Terms & Conditions

Version 1.1

Last updated: 8 September 2026

General terms for accounts, orders, payment, production and delivery.



Terms & Conditions

These terms govern access to Paloh Print services and the submission, payment, production and fulfilment of customer orders.

Important: Customers should read these terms together with the current Artwork, Production, Shipping, Privacy and Refund policies.

1. Eligibility and Accounts

Membership and account access are available to eligible individuals and businesses in Malaysia aged 18 and above. Customers are responsible for accurate registration, company, SSM, SST, TIN, invoicing and contact information where applicable.

- Keep login credentials secure.
- Notify Paloh Print of unauthorised account use.
- Do not misuse the website, ERP or ordering services.

2. Products and Configuration

Product availability, materials, options, pricing and lead times are determined by the configuration shown at the time of order. Customers must review all selections before checkout.

3. Prepaid Ordering and Wallet

Orders operate on a prepaid basis unless Paloh Print expressly approves another arrangement. The existing policy states a minimum top-up of RM50 and top-up amounts in multiples of RM10. Wallet, top-up and membership use remain subject to the applicable programme rules.

4. Prices, Taxes and Payment

Prices are shown in Malaysian Ringgit unless stated otherwise. Applicable taxes, delivery fees and additional charges are displayed or confirmed before order completion. Orders are not confirmed until the required payment is successfully received.

5. Ordering and Production Workflow

Orders must be submitted through the Paloh Print system or another channel expressly approved by Paloh Print. Repeat orders are identical reprints unless a new specification or artwork is submitted and accepted. Once production begins, modifications may not be possible.

6. Artwork and Intellectual Property

Customers confirm that submitted artwork is accurate, approved and legally authorised for reproduction. Customers remain responsible for customer-supplied content and any claim arising from unauthorised or infringing material.

7. Cancellation, Refunds and Reprints

Cancellation, refund, replacement and reprint requests are governed by the published Refund & Cancellation Policy and the order production stage.

8. Delivery and Collection

Customers must provide accurate delivery information and collect orders within any communicated collection arrangements. Delivery dates are estimates unless expressly guaranteed in writing.

9. Inspection and Complaints

Complaints must be submitted within 7 working days, together with the order details and supporting evidence. Customers should retain the affected goods while a claim is assessed.

10. Liability

Where Paloh Print confirms defective production, liability is limited to an appropriate reprint, replacement or refund for the affected items, subject to applicable law. Paloh Print is not responsible for indirect or consequential loss to the extent permitted by law.

11. Service Availability and Force Majeure

Paloh Print is not responsible for delay or failure caused by events outside reasonable control, including utility, network, supplier, courier, equipment, labour, weather, emergency or governmental disruption.

12. Policy Changes and Governing Terms

Paloh Print may update these terms. The version published through the official website applies from its stated effective date. If a product-specific quotation or written agreement conflicts with these general terms, the more specific approved document applies to that order.

13. Contact

Questions about orders or these terms should be directed through Paloh Print official support channels.

Policy administration

Paloh Print may update this policy when business processes, technology, service arrangements or legal requirements change. The version and last-updated date identify the currently issued document.

PALOH PRINT

Commercial printing and online ordering