

Refunds Policy

Thank you for using our service at Puncak Holdings Sdn Bhd.

Please read this policy carefully. This is the Return and Refund Policy of Puncak Holdings Sdn Bhd.

We issue refunds for within 3 days of the original purchase of the product.

We recommend contacting us for assistance if you experience any issues with our services.

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

By phone number: +60322746634

By email: puncak313@gmail.com

Terms and Condition

1. The coupon/receipt/QR code shall be given/presented to the taxi driver upon embarkation and is only valid on the day of issue.
2. The coupon/receipt/QR code is valid for one cab trip from designated pick up point around Stesen Sentral Kuala Lumpur to the indicated zone or destination point unless any other circumstances is indicated.
3. Taxis that use the coupon system at Stesen Sentral Kuala Lumpur are not allowed to charge extra.
4. 50% surcharge is imposed for trips between 12.00 am and 6.00 am.
5. Toll charges shall be borne by the passengers and is not included in the coupon price.
6. Passengers are responsible for their personal belonging and the company shall not be held liable for loss of items during the journey/trip.
7. All other terms and conditions informed or displayed at point of sale shall apply.
8. Any enquiry or comments about taxi drivers or the operations please contact us at 03-22746634 or email at puncak313@gmail.com.

Security & Privacy Policy

YOUR SECURITY AND PRIVACY ARE IMPORTANT TO US.

General Orders

Safe transactions and the protection of your privacy has always been our top priorities.

<http://puncakholdings.com.my> uses SSL encryption together with a digital ID from VeriSign. SSL encrypts and protects personal and credit card information that you send us. Information such as your credit card numbers, names, addresses and phone numbers that you send us are safe from the prying eyes of unauthorized third parties as it travels through the Internet. The digital ID guarantees that your transactions are taking place on our secure server and not a third-party host.

Your Privacy Matters To Us

The goal of <http://puncakholdings.com.my> is to constantly provide quality goods and service excellence to our customers. With this information, we can then understand your preferences and provide a more enhanced and personalised shopping experience for you at our Internet store. However, we respect the privacy of individuals and recognise that your personal data is important to you. As such, we do not disclose any customer data or information to other parties without the prior consent of our customers. We collect, use and disclose personal data solely for the purposes of providing products and services to you, to enhance your customer experience with us, to improve our products and services, to offer you rewards and promotions, and for the convenience of future transactions. Customers' consent will be sought if information is to be used for purposes other than those stated above, either by <http://puncakholdings.com.my> or any Third Party working with us in business collaborations.

All data is collected by fair and lawful means, and with the knowledge and consent of customers. Data is gathered through customers' voluntary input online, over the phone or through the filling in of forms at our shop fronts.

By submitting your personal data to us, you consent to us collecting, using, disclosing and processing your personal data in accordance with this Notice. All personal data provided by you will be deemed as accurate and complete, and is neither misleading nor out of date. Should there be any changes to your personal data, you will update us of such changes accordingly.

In some circumstances, you may have provided personal data relating to other individuals, such as your spouse, family members or other third parties, including minors. You represent and warrant that you are authorised to provide their personal data to us and that you have obtained their consent to the collection, use, disclosure and processing of their Personal Data in accordance with this Notice. In addition, if you have registered your telephone number with the national Do Not Call (DNC) registry, we will not send you promotional and marketing messages via phone calls, text messages and faxes. However, if you have previously given us consent to contact you for such purposes, we will continue to do so until you withdraw your consent.

We are committed to according your personal data the due level of care as presented in our personal data policies, and in consistency with the Personal Data Protection Act 2012.

Use of "cookies"

When surfing the Internet, you may have often come across the term cookie, but what exactly is it? A cookie is a small file stored on your computer by a web site which gives you a numeric user ID and then stores certain information about your activity on the site. We use cookies to let us know you are a prior customer and to provide certain unique features to you. We do not use cookies to handle any financial information from you.

Most web browsers automatically accept cookies, but most allow you to instruct your browser to prevent the use of cookies. However, if you disable this feature, certain aspects of <http://puncakholdings.com.my>, such as the shopping basket, will not function properly.

In all, we would like to stress that information is not sold to or shared with other parties for any commercial purposes other than normal order fulfillment and confidential site activity or sales tracking.

How to Remove Your Information from Our Mailing Lists

If you prefer not to receive information such as new gift collections, special offers, promotions, discounts, etc from us, you can remove yourself from our mailing list by email (puncak313@gmail.com) to us.

Dispute clause

In the event that any dispute arises between the Parties our of or in connection with this agreement, the Parties agrees to submit such dispute to Malaysia Mediation Centre. If the dispute is not resolve within 30 days from its referral to the Malaysia Mediation Centre, then it shall be referred to be finally determined by Malaysia Arbitration Centre. The language of arbitration shall be English.

Mitigation Fraud

We retains the right to suspend the processing of any transaction where it reasonably believes that the transaction may be fraudulent, illegal or involves any criminal activity or where the User have

breached any of the Terms in the Agreement. In such an event, we shall not be held liable for any withholding of, delay in, suspension, forfeiture or cancellation of, any payment(s) to the user.