

Section A - HOW DO I USE SHOPEE?

1. How Do I Use Shopee?

Shopee is a mobile-first social marketplace where everyone can browse, shop and sell anytime, anywhere. It is a platform tailored for Southeast Asia, combining the authenticity of a customer-to-customer (C2C) marketplace with payment and logistical support, making online shopping easy, secure and fuss-free. As shopping on mobile devices becomes the 'new norm', Shopee aims to become Southeast Asia's mobile commerce destination of choice. For more information, please visit www.shopee.com.my

Key Facts

- Soft-launched in June 2015 and officially launched in December 2015
- Available for download for free on the App Store and Google Play
- Free for all to use with NO hidden costs
- Over 13 million downloads across seven countries — Singapore, Malaysia, Indonesia, Thailand, Vietnam, the Philippines, and Taiwan
- More than 26 million product listings with most popular categories being fashion, beauty, and consumer electronics
- Work in close collaboration with local retailers and entrepreneurs to establish an extensive range of high-quality product listings
- Partners with third-party logistics providers (3LP) to ensure the swift and secure delivery of products regionally - in Malaysia, we are partners with Pos Laju and GDex

2. Why Should I Use Shopee?

Shopee is completely free to join and easy to use. Together with the integrated payment and logistics systems, Shopee users will find it extremely easy to make purchases and even sell their own products.

3. Is this legal and safe?

Shopee is a legally registered company under the name Shopee Mobile Malaysia Sdn Bhd (1134832-W). Shopee takes its responsibilities under applicable privacy laws and regulations ("Privacy Laws") seriously and is committed to respecting the privacy rights and concerns of all Users of our Shopee website (the "Site") (we refer to the Site and the services we provide as described in our Site collectively as the "Services"). We recognize the importance of the personal data you have entrusted to us and believe that it is our responsibility to properly manage, protect and process your personal data. We implement a variety of security measures to ensure the security of your personal data on our systems. User personal data is contained behind secured networks and is only accessible by a limited number of employees who have special access rights to such systems. We will retain personal data in accordance with the Privacy Laws and/or other applicable laws. That is, we will destroy or anonymize your personal data as soon as it is reasonable to assume that (i) the purpose for which that personal data was collected is no longer being served by the retention of such personal data; and (ii) retention is no longer necessary for any legal or business purposes. If you cease using the Site, or your permission to use the Site and/or the Services is terminated, we may continue storing, using and/or disclosing your personal data in accordance with this Privacy Policy and our obligations under the Privacy Laws. Subject to applicable law, we may securely dispose of your personal data without prior notice to you.

4. What if I want to make returns, cancellations or exchanges for my order?

a) Application for Returns/Refunds

Subject to the terms and conditions in this Refunds and Return Policy and the Terms of Service, Buyer may apply for return of the purchased items ("Item") and/or refund prior to the expiry of the Shopee Guarantee Period as stated in the Terms of Service.

Shopee Guarantee is a service provided by Shopee, on User's request, to assist Users in dealing with certain conflicts which may arise during the course of a transaction. Users may communicate with each other privately to resolve their differences or approach their relevant local authorities to assist them in overcoming any dispute prior, during or after using Shopee Guarantee.

b) Application for the Return of an Item

Buyer may only apply for the refund and/or return of the Item in the following circumstances:

- The Item has not been received by Buyer;
 - The Item was defective and/or damaged on delivery;
 - Seller has delivered an Item that does not match the agreed specification (e.g. wrong size, colour, etc.) to Buyer;
 - The Item delivered to Buyer is materially different from the description provided by Seller in the listing of the Item; or
 - By way of private agreement with Seller and Seller must send his/her confirmation to Shopee confirming such agreement.
 - Buyer's application must be submitted via the Shopee mobile app.
- Shopee will review each Buyer's application on a case-by-case basis and, in its sole discretion, determine whether Buyer's application is successful.

In the event where Buyer has commenced legal action against Seller, Buyer may provide the formal notification from the appropriate authority to Shopee to request Shopee to continue to hold the purchase monies until a formal determination is available. Shopee will, at its sole and absolute discretion, determine whether it is necessary to continue to hold such purchase monies.

c) Condition of Returning Item

To enjoy a hassle-free experience when returning the Item, Buyer should ensure that the Item, including any complimentary items such as accessories that come with the Item, must be returned to Seller in the condition received by Buyer on delivery. We will recommend Buyer to take a photo of the Item upon receipt.

d) Cost of Returning an Item

The Buyer and Seller will discuss and mutually agree on who will bear the logistic cost of returning the Item.

e) Refunds

Buyer will only be refunded after Shopee has received the confirmation from Seller that Seller has received the returned Item. In the event where Shopee does not hear from Seller within a specified time, Shopee will be at liberty to refund the applicable sum to Buyer without further notice to Seller. For more information on Seller's response time limits, please click this link. The refund will be made to Buyer's credit/debit card or designated bank account, whichever is applicable.

f) Communication Between Buyer and Seller

Shopee encourages Users to communicate with each other in the event where problem arises in a transaction. As Shopee is a platform for Users to conduct trading, Buyer should contact Seller directly for any issue relating to the Item purchased.

Section B – Shopee Coins

5. What is the normal conversion rate for Shopee Coins?

For every RM1 spent, you will earn 1 Shopee Coin. You can use the Coins in order to offset the price of your next purchase – 100 Shopee Coins will entitle you to RM1 discount off any order from any Shopee Preferred Sellers. Shopee Preferred Sellers can be identified from the 'Preferred' seller label, or an orange tick on the product page or on the seller's profile. Users would need to turn on a switch in their Shopping Cart to start spending their Shopee coins. Shopee Coins will expire at the end of the 3rd month after they are credited to the user (e.g. Coins earned anytime in June will expire on the 30th of September). You may check your Coins Balance and expiry date under your "Me" page > "My Shopee Coins". The Coins cannot be exchanged for cash, or transferred to another account.

6. What is the conversion rate on 9 September 2019 (1-Day Promotion)?

Exclusively for Maybank users, for every RM1 spent, they will earn 2 Shopee Coins.

7. How quickly is Shopee Coins to be credited to my account after my purchase?

The final number of Coins you earn from a particular order will be calculated based on the order's final purchase price, minus all discounts and excluding Shipping Fees. You will only receive your Shopee Coins after your order is completed – that is after you have confirmed the receipt of your order (when the item ordered arrives at hand, and user selects 'Order Received' in the app).

8. What if I do not receive the Shopee Coins or receive the wrong amount of cashback?

Please do contact the Shopee customer service at support@shopee.com.my or 03 22989222 (Monday to Sunday – 9.00am until 6.00pm) excluding Public Holidays. Kindly include your Shopee username for our reference to serve you in a more efficient manner.

9. How to use the Shopee Coins?

You can use your Coins to offset up to 30% of the cash payable of your next order. There is no minimum amount of Shopee Coins required before you can start spending your Coins. 100 Shopee Coins will entitle you to RM1 discount off any order from any order from any Shopee Preferred Sellers. Shopee Preferred Sellers can be identified from this Preferred Seller label.

10. Do all purchases qualify for Shopee Coins?

Yes, all purchases done in Shopee excluding purchases from the Tickets & Vouchers category, or instances where buyers and sellers self-arrange for a transaction.

11. Terms and Conditions

SHOPEE COIN REWARD SYSTEM

- Users may earn loyalty points ("Shopee Coin") by buying merchandises on the Site using the Shopee Guarantee system or through participation in other Shopee activities as Shopee may from time to time determines ("Eligible Activities") based on the conversion rate determined by Shopee in its sole discretion. Generally, Shopee Coin will be credited to a User's Account upon the completion of a successful transaction or activity approved by Shopee. You are eligible to participate in the Shopee Coin reward system if you are an User and your Account does not expressly exclude you from participation.
- Transaction not completed on the Site using Shopee Guarantee do not qualify for the Shopee Coin reward system. Shopee may at its sole discretion exclude categories of items from the Shopee Coin reward system.
- Shopee Coin has no monetary value, does not constitute your property and cannot be purchased, sold, transferred or redeemed for cash.
- Subject to Shopee rules and regulation as determined, varied or modified by Shopee from time to time, subject to any cap imposed by Shopee at its sole discretion, User may redeem Shopee Coin by sending a request to Shopee and use Shopee Coin to offset the purchase price of selected items when making purchases on the Site as advised by Shopee from time to time. All refunds will be subject to Shopee's Refund and Return Policy under Section 13.4.
- The Shopee Coin you redeem will be deducted from your Shopee Coin balance. Each Shopee Coin comes with an expiry date. Do check your account details on the Site for Shopee Coin balances and expiry date.
- From time to time, we may tell you that bonus Shopee Coin will be awarded for particular Eligible Activities. This may include but is not limited to purchases you make at participating Sellers or pursuant to specific promotional offers. We will notify you of the terms of such bonus awards if any from time to time.
- If you have a dispute in relation to the number of Shopee Coin which you have been awarded in respect of an Eligible Activity, such a dispute must be made within one (1) month from the date of the Eligible Activity. We may require you to provide evidence to support your claim.
- Shopee gives no warranty and accepts no responsibility as to the ultimate tax treatment of Shopee Coin. You will need to check with your tax advisor whether receiving Shopee Coin affects your tax situation.
- Shopee reserves the right to (i) discontinue the Shopee Coin Reward System at any time at its sole discretion and (ii) cancel or suspend a User's right to participate in Shopee Coin Reward System, including the ability to earn and redeem Shopee Coin at its sole discretion.

Section C – ACCOUNT INFO

12. What information does my Shopee account contain?

- Name
- Email address
- Date of birth
- Billing address
- Bank account and payment information
- Telephone number
- Gender

13. What if I forget my password?

On the login page, tap on “Forgot Password” and follow the instructions to reset your password. If you are already logged in but cannot recall your password, kindly log out (go to “Me” > “Settings” > “Logout”) and tap on “Forgot Password”. The settings button on the Me page is located at the top left-hand corner for iOS and at the top right-hand corner for Android.

14. What if my email address changed?

Kindly login to Shopee and tap on “Me” > “My Account” > “Email” > Verify password by entering your current password. Then edit your email by entering in your new email. Tap “Done” when completed.

15. Does Shopee have any email alerts or subscriptions?

Yes Shopee has email alerts to indicate Shopee users of the status of their purchases and sales. Emails would normally include Payment Confirmation and notice of Order Delivery.