

MYSUPPLYZ Terms & Conditions

Effective Date: 01/02/2025

Welcome to MYSUPPLYZ! By using the MYSUPPLYZ app or platform, you agree to be bound by these Terms & Conditions, as well as our Privacy Policy and Cookies Policy. If you do not agree with any part of these terms, you must not use the app.

1. Acceptance of Terms

By accessing or using MYSUPPLYZ, you signify your understanding and acceptance of these Terms & Conditions, along with our Privacy Policy and Cookies Policy. These terms apply to all users, including buyers and suppliers.

2. Account Registration

To access certain features of MYSUPPLYZ, you must create an account by providing accurate and up-to-date personal information. You are responsible for maintaining the confidentiality of your account credentials and for any activities conducted under your account.

- **Eligibility:** You must be at least 18 years old to use MYSUPPLYZ. If you are registering on behalf of a company, you warrant that you have the authority to bind the company to these terms and ensure its compliance.
 - **Account Security:** Notify us immediately of any unauthorized access to or use of your account.
-

3. User Responsibilities

You agree to use MYSUPPLYZ lawfully and ethically. The following actions are strictly prohibited:

- Impersonating others or providing false information.
- Using the platform for fraudulent, malicious, or illegal activities.
- Breaching any laws, third-party rights, or intellectual property rights.
- Uploading harmful code or interfering with platform functionality.
- Sharing access to the platform with unauthorized individuals.

By using the platform, you acknowledge that your interactions, such as chat history, browsing behavior, and usage patterns, may be collected and processed by MYSUPPLYZ to enhance

services and provide tailored recommendations. You agree to these practices as part of your use of the platform.

4. Transactions and Payments

MYSUPPLYZ facilitates transactions between buyers and suppliers but is not directly involved in the sale or purchase of goods. MYSUPPLYZ does not own, control, or guarantee the quality, safety, or legality of the goods or services offered on the platform.

- **Payment:** All payments must be made through our authorized payment gateways. Fees, taxes, and charges will apply as per the transaction value.
- **Refunds & Returns:** Disputes regarding refunds or returns must be resolved directly between the buyer and supplier. MYSUPPLYZ may, at its sole discretion, assist in dispute resolution according to our policies.
- **AI Recommendations:** The platform's AI system uses your interaction data to recommend suppliers, products, and services. These recommendations are based on automated analysis and do not constitute guarantees.
- **Seller Payouts:** Payments made by the buyer are temporarily held by MYSUPPLYZ or its authorized payment gateway and will be released to the seller within **5 to 14 business days** from the date of order confirmation or delivery, depending on the service or product type. Payouts may be delayed if:
 - A buyer has submitted a formal dispute or complaint that is under review.
 - MYSUPPLYZ has reasonable grounds to investigate fraud, misconduct, or breach of platform terms.
 - Delivery or service confirmation is still pending or under verification.

👉 For cancellation, refund, or rejection-related terms, refer to our [Cancellation and Refund Policy on Services](#).

👉 For shipping-related terms, refer to the [MYSUPPLYZ Shipping Policy](#).

5. Fees

MYSUPPLYZ may charge fees for the use of certain services, including subscription plans or premium features. All applicable fees will be disclosed at the time of use.

- Fees are non-refundable unless otherwise specified in our refund policy.
 - Changes to fees will be communicated in advance.
-

6. Intellectual Property

All content on MYSUPPLYZ, including trademarks, logos, text, images, software, and AI algorithms, is the intellectual property of MYSUPPLYZ or its licensors.

- You are prohibited from copying, distributing, modifying, or reverse-engineering any platform content, including AI models and tools.
- By uploading or sharing content on MYSUPPLYZ, you grant us a non-exclusive, royalty-free license to use, reproduce, and distribute your content for platform-related purposes.

6.1 Site Content & Copyright

All materials appearing on the MYSUPPLYZ platform (including text, graphics, icons, software, photos, videos, logos, and audio) are protected by copyright, trademark, and other intellectual property laws. Unauthorized use is strictly prohibited.

7. AI and Automated Processing

MYSUPPLYZ leverages advanced AI and machine learning technologies to enhance your experience. By using the platform, you acknowledge and agree to the following:

- **Data Collection:** Your interactions, such as chat history, browsing behavior, and usage patterns, will be collected and analyzed by the AI system.
- **Purpose:** This data is used to provide personalized recommendations, predict preferences, and improve platform performance.
- **Transparency:** While AI-driven insights enhance your experience, users are responsible for verifying the suitability of these recommendations for their specific needs.

If you wish to opt out of AI-driven personalization, you may contact us. However, doing so may limit certain features of the platform.

8. Privacy and Data Collection

Your use of MYSUPPLYZ is subject to our Privacy Policy, which explains how we collect, use, and protect your personal information, including data processed by our AI system. By using the platform, you consent to these practices.

9. Limitation of Liability

MYSUPPLYZ is provided on an "as-is" and "as-available" basis. To the extent permitted by law:

- MYSUPPLYZ is not liable for indirect, incidental, or consequential damages, including loss of profits, data, or goodwill.
- MYSUPPLYZ is not liable for decisions or actions taken based on AI recommendations.

- MYSUPPLYZ is not responsible for service disruption due to external causes (e.g., natural disasters, governmental restrictions).
-

10. External Links

The platform may contain links to third-party websites or services. MYSUPPLYZ is not responsible for the content, accuracy, or reliability of any external site. Access to such sites is at your own risk.

11. Inaccuracies and Corrections

MYSUPPLYZ reserves the right to correct any typographical errors, inaccuracies, or omissions, including those related to pricing, descriptions, or availability, without prior notice.

12. Email Communication & Newsletters

By creating an account on MYSUPPLYZ, you consent to receive transactional emails, service updates, and promotional content. You may unsubscribe from non-essential marketing emails via your account settings at any time.

13. Governing Law and Dispute Resolution

These Terms & Conditions are governed by and construed in accordance with the laws of **Malaysia**.

- **Arbitration:** Disputes must first be resolved through binding arbitration under the **Malaysian Arbitration Act 2005 (or latest revision)**.
 - **Jurisdiction:** If arbitration fails, disputes will be subject to the exclusive jurisdiction of the courts in Malaysia.
-

14. Changes to Terms

We reserve the right to update these Terms & Conditions at any time. Significant changes will be announced via in-app notifications or email at least 14 days in advance. Continued use of the platform after changes implies acceptance.

15. Termination

We may suspend or terminate your access to MYSUPPLYZ if you violate these terms or for any other justified reason.

- Provisions such as Limitation of Liability and Intellectual Property will survive termination.
 - Users may appeal account termination within 14 days by contacting us.
-

16. Contact Information

For questions or concerns regarding these Terms & Conditions, please contact:

 support.my@mysupplyz.com

 +603-2181 0769

 **Soho Suites @ KLCC, 20 Jalan Perak, 50450 Kuala Lumpur, Malaysia**

Alternatively, use the in-app help center for faster assistance.

17. Acknowledgment

By accessing or using the MYSUPPLYZ platform, you acknowledge that you have read, understood, and agreed to be bound by these Terms & Conditions.

If you are using MYSUPPLYZ on behalf of a company or other legal entity, you confirm that you are authorized to bind that entity to these terms.
