

Terms & Conditions

Last updated: 28 April 2025

Welcome to PAUL Malaysia's official online store. Please read these Terms and Conditions carefully before using our website and services. By accessing or using our website, you agree to be bound by the following terms.

1. General

1.1 Ownership & Applicability

This website is owned and operated by PAUL Malaysia (Le Tamelier Sdn Bhd). These Terms apply to all users of the site, including customers, browsers, vendors, and merchants. We reserve the right to update or change any part of these Terms at any time without prior notice.

2. Products & Orders

2.1 Product Availability

All products and services are subject to availability. We reserve the right to limit quantities or discontinue items at any time. Product images on the website are for illustrative purposes only, and actual products may differ in color, size, and appearance.

2.2 Pricing

Prices displayed are in Malaysian Ringgit (MYR) and are exclusive of taxes unless stated otherwise. We reserve the right to change prices without prior notice. Additional delivery or service charges may apply depending on the product and delivery location.

2.3 Order Acceptance

An order confirmation does not signify our acceptance of your order. We reserve the right to refuse or cancel an order due to product availability, payment issues, or suspected fraud.

2.4 Order Processing: Once an order is placed and payment is processed successfully, we will proceed with preparing and dispatching the order.

3. Payment Terms

3.1 Secure Payments

We use secure payment gateways to process all online payments. Accepted payment methods include credit/debit cards, FPX (online banking), and e-wallets. For your security, **we do not store your credit/debit card information.**

3.2 Payment Verification

Orders will only be processed upon successful payment. PAUL Malaysia is not responsible for any delays or failed transactions caused by payment gateway issues, bank errors, or network disruptions.

3.3 **Currency:** All payments are processed in Malaysian Ringgit (MYR).

4. Delivery & Self-Collection

4.1 Delivery Areas & Timing

Delivery is available to selected areas within Malaysia. Delivery schedules may vary based on location, product type and weather. We aim to dispatch orders as soon as possible, but delays may occur due to unforeseen circumstances.

4.2 Delivery Responsibility

Customers are responsible for providing accurate delivery information. PAUL Malaysia will not be liable for failed deliveries due to incorrect or incomplete details. If delivery fails due to customer error (e.g., wrong address), the customer may be liable for a re-delivery charge.

4.3 Delivery receipt

Only **one delivery address** is allowed per order.

For multiple delivery locations, customers will need to **place separate orders** for each address.

4.4 Self-Collection

Customers may opt for self-collection at selected outlets. Please ensure that you adhere to the collection dates and times provided upon order confirmation. Failure to collect within the specified period may result in product unavailability.

4.5 **Delivery Delays:** PAUL Malaysia will make every effort to ensure timely delivery. However, we are not responsible for delays caused by circumstances beyond our control, such as weather, holidays, or third-party service disruptions.

5. Refunds, Returns & Cancellations

5.1 Non-Refundable Items

We do not offer refunds for the following:

- Change of mind
- Incorrect delivery address provided
- Late collection or non-collection of orders
- Dietary preferences or allergic reactions

5.2 Refunds & Returns

For further details, please refer to our return and refund policy.

5.3 Order Cancellations

Once an order has been **confirmed and processed**, it **cannot be cancelled**.

6. Data Protection & Privacy

6.1 Personal Data

We value your privacy and take steps to protect your personal data. All personal information collected through our site and payment gateways will be handled in accordance with the **Personal Data Protection Act 2010 (PDPA)**. **We do not store your credit/debit card details.**

6.2 Third-Party Payment Processors

Payments are processed securely via our trusted payment processors, such as **Alliance Bank**. By making a purchase, you consent to the collection and use of your personal information by these third-party processors as outlined in their respective privacy policies.

7. Intellectual Property

All content on this site, including images, logos, product descriptions, and trademarks, are the property of PAUL Malaysia and are protected by intellectual property laws. You may not copy, modify, or use any part of the site's content without written permission from PAUL Malaysia.

8. Limitation of Liability

PAUL Malaysia shall not be liable for any direct, indirect, incidental, or consequential damages arising from the use of or inability to use our website or services. This includes damages caused by any failure or delay in processing payments, delivery, or availability of products.

9. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of Malaysia. Any disputes arising under or in connection with these Terms will be resolved in the courts of Malaysia.

10. Contact Us

If you have any questions or concerns regarding these Terms, please contact us at:

Email: enquiries@le-tamelier.com

Customer Service: [Insert phone number]

Head Office: [Insert address]