

## Delivery Policy

### DELIVERY POLICY

All Subscribers (hereinafter referred to as "Subscribers" or "you") on our HouzMAKEOVER Platform (hereinafter referred to as "HouzMAKEOVER" or "our" or "us") shall be bound by the terms and conditions outlined in HouzMAKEOVER's delivery policy (hereinafter referred to as the "Policy").

In this policy, the term 'Delivery' signifies:

1. The complete provision of HouzMAKEOVER products and services to the Subscriber as per the HouzMAKEOVER Website.
2. The notification of completion has been sent to the Subscriber via the HouzMAKEOVER Platform.

The term 'Renovation' in this policy refers to the work performed by HouzMAKEOVER in transforming the Subscriber's property as per the subscribed package.

### SUBSCRIBER TO HANDOVER KEYS TO HOUZMAKEOVER TRANSFORMER

Subscriber must finalize their chosen package and hand over their property keys to HouzMAKEOVER before the renovation begins, which we refer to as the "Sales Submission" date.

On the "Sales Submission" date, HouzMAKEOVER team (hereinafter refers to Agent) will ensure that Subscriber has approved any changes to the package items, such as upgrades, add-ons, exchanges, or special remarks, along with their associated charges. Additionally, property layout plans and on-site measurements and indications will be discussed, and both parties will sign a "Customer Acknowledge Form."

It is recommended that Transformers, together with Subscriber, inspect the property during this time to identify any deficiencies before the HouzMAKEOVER Project Team starts the transformation. Our Transformers will also take photos of the property before and after renovation as a reference for the Subscriber.

Modifications or alterations to the package, such as changes to the delivery date, items, or exchanges, made after the signing of the "Sales Submission" will incur a Service Fee of RM 1,000.00.

### SUBSCRIBER'S RESPONSIBILITIES BEFORE DELIVERY

The Subscriber for the specific property is required to carry out the following tasks, which include but are not limited to: -

1. Obtain the necessary Renovation Permit or Renovation Approval from the Building Management, if required, and provide a copy to our HouzMAKEOVER Transformer.

Please note that HouzMAKEOVER will not be responsible for any financial losses or delays resulting from restricted access to the work site(s).

2. Ensure that the property is clean and empty, allowing the HouzMAKEOVER Project Team to proceed with the renovation work based on the subscribed packages. HouzMAKEOVER reserves the right and sole discretion to charge additional fees for cleaning the property or removing excess furniture.
3. Ensure that no valuable items are left inside the property to prevent any potential financial loss.
4. Maintain an uninterrupted power supply to the renovation site.
5. Ensure that the renovation site is not disrupted by other parties (contractors) apart from the HouzMAKEOVER Project Team to ensure timely delivery.
6. For safety reasons, refrain from visiting the renovation site during the renovation period.
7. Honor the agreed-upon delivery date as specified.

### HOUZMAKEOVER'S RESPONSIBILITIES

HouzMAKEOVER will carry out the following tasks during the renovation process: -

1. Strictly follow the package specifications outlined in the Subscriber's subscription plan and refrain from engaging in additional tasks beyond the plan's scope, such as disposing of old furniture, dismantling the Subscriber's assets, or installing extra electrical wiring.
2. Ensure that the Project Team follows all processes and procedures for completing an order (referred to as the "renovation period") as outlined in our requirements and standards.
3. Implement proper on-site protection measures during renovation to safeguard the property's flooring and the building's structural integrity.
4. Complete the Subscriber's order within the agreed-upon "move-in" date, unless unforeseen circumstances occur that are beyond the control of both parties (especially during extended public holidays). In such cases, HouzMAKEOVER and the Subscriber will collaborate to establish a new "move-in" date. The earliest possible "move-in" date will be set 14 days after the Sales Submission date.
5. Ensure that the renovation site does not involve any actions that may compromise the building's structural integrity, such as wall hacking, partitioning, piping modifications, or grilling.
6. Require HouzMAKEOVER Project Team and Transformers to conduct quality checks and verify the completeness of items using our "Completion Form" to ensure Subscriber satisfaction.

### CHECKING STATUS OF RENOVATION

Subscriber can reach out to their designated HouzMAKEOVER Transformer for any inquiries related to the renovation. Additionally, they may access our HouzMAKEOVER Platform to track the status of the ongoing renovation.

### ADDITIONAL RENOVATION REQUESTS

If you wish to make additional renovation requests, please communicate these requests to your assigned HouzMAKEOVER Transformer during the finalization meeting. Your Transformer will verify these changes, upgrades, or additional requests with you. It is essential that you sign the "Customer Acknowledge Form" to confirm the final order details before the HouzMAKEOVER Team begins the transformation of your house. Please note that any changes, upgrades, or additional requests are subject to availability and must be within the scope of the HouzMAKEOVER Package and Product Listing (please consult your Transformer).

Any changes to your order will incur an RM 1,000 Service Fee for each change requested. Before HouzMAKEOVER can process these changes, you must make the Service Fees payment.

Upgrades and additional renovation requests are not covered by the subscription payment method. Subscribers must make a 50% payment 15 days before delivery, and the remaining 50% after delivery. Please note that non-payment before delivery will not be accommodated.

#### CHANGE OF PACKAGE

Subscriber can make changes to their subscribed package within seven (7) days of subscription without incurring additional fees. If you wish to make changes within this initial seven-day period, please contact your Transformer or inform HouzMAKEOVER about the changes.

For changes requested after the initial seven (7) days from the subscription date, there will be a processing fee of RM 100.00 to cover amendments. This fee is associated with HouzMAKEOVER's process for booking your package items.

Any amendments to the package made after the "Sales Submission" date will incur a RM 1,000 Service Fee for new arrangements and revisions. Please note that changes to the package will result in the forfeiture of any promotions that were part of the previous subscription, and you are not permitted to switch to a package with an ongoing promotion.

#### CHANGE OF DELIVERY DATE

Any changes requested after the "Sales Submission" date on the delivery date will incur an RM 1,000 Service Fee. Changes to the delivery date will be subject to the availability of slots as determined by the HouzMAKEOVER Team. Once the slots have been confirmed, the HouzMAKEOVER Team will provide a new "move-in" date to the subscriber.

#### OUTSTATION CHARGES

HouzMAKEOVER reserves the sole discretion to apply outstation charges to subscribers for areas beyond HouzMAKEOVER's primary service area. Please consult the following for details regarding outstation charges (applicable to locations outside of Selangor).

State	Areas	Outstation Charges (RM)
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KL	All areas	FOC
Selangor	Bandar Baru Selayang, Gombak	FOC
Selangor	Bandar Baru Bangi, Hulu Langat	FOC
Selangor	Klang	FOC
Selangor	Teluk Datok, Kuala Langat	FOC
Selangor	Kuala Selangor	FOC
Selangor	Subang, Petaling, Puchong	FOC
Selangor	Salak Tinggi, Sepang	FOC
Putrajaya	All areas	FOC
Pahang	Genting Highland	950
Pahang	Bentong	950
Negeri Sembilan	Port Dickson	950
Negeri Sembilan	Seremban	950
Negeri Sembilan	Bandar Seri Jempol	950
Pahang	Tanah Rata, Cameron Highland	1,350

Pahang	Jerantut	1,350
Pahang	Temerloh	1,350
Pahang	Kuantan	1,350
Melaka	Ayer Keroh	1,350
Melaka	Jasin	1,350
Melaka	Alor Gajah	1,350
Melaka	Melaka City, Central Melaka	1,350
Perak	Bagan Datuk	1,350
Perak	Teluk Intan, Hilir Perak	1,350
Perak	Batu Gajah, Kinta, Ipoh	1,350
Perak	Kuala Kangsar	1,350
Perak	Taiping	1,350
Perak	Seri Manjung	1,350
Johor	Batu Pahat	1,550
Johor	Johor Bahru	1,550
Johor	Kluang	1,550

Johor	Kota Tinggi	1,550
Johor	Kulai	1,550
Johor	Muar	1,550
Johor	Pontian Kechil	1,550
Johor	Segamat	1,550
Penang	Bukit Mertajam, Central SP	1,550
Penang	Kepala Batas, North SP	1,550
Penang	George Town, Penang Island	1,550
Penang	Sungai Jawi, South SP	1,550
Penang	Balik Pulau, Penang Island	1,550
Perlis	Kangar	1,750
Kedah	Alor Setar, Kota Setar	1,750
Kedah	Sungai Petani, Kuala Muda	1,750
Kedah	Jitra, Kubang Pasu	1,750
Kedah	Kulim	1,750
Kedah	Pokok Sena	1,750

Kelantan	Kota Bharu	1,750
Terengganu	Kuala Terengganu	1,750
Terengganu	Kuala Nerus	1,750

Regions not specified in the list above are classified as suburban areas according to the Government of Malaysia and may be subject to additional costs depending on transportation availability.

#### PROPERTY VISIT BY SUBSCRIBER DURING RENOVATION PERIOD

Subscribers are welcome to visit the property at any time during the renovation period upon informing HouzMAKEOVER Transformer. If a subscriber discovers that the renovation plan does not align with the subscribed package, they should promptly inform their assigned HouzMAKEOVER Transformer.

#### RENOVATION COMPLETION

Once the renovation is completed, the Project Team and Transformer will conduct quality checks and assess the completeness of the work using our "Completion Form," which will then be mutually agreed upon by the Subscriber.

#### NON-RESPONSE FROM SUBSCRIBER AFTER COMPLETION

The Subscriber has a seven (7) day window to inspect and confirm their acceptance using the "Completion Form." If the Subscriber is dissatisfied with any aspect of the renovation work carried out by the HouzMAKEOVER Project Team, they can report their concerns to their assigned HouzMAKEOVER Transformer. HouzMAKEOVER will address any valid issues.

If there are no claims, complaints, feedback, or responses from the Subscriber within seven (7) days after the "Delivery," it will be considered that the Subscriber is satisfied and has accepted the product and services provided by HouzMAKEOVER. The Warranty and Maintenance Policy will become effective after this period.

Please note that the auto-acceptance of delivery and auto-billing of the subscription will commence seven (7) days after the "Delivery" notification is sent to the Subscriber via the HouzMAKEOVER Platform.

#### FEEDBACK

Thank you for choosing HouzMAKEOVER. We are committed to enhancing our services and ensuring the best experience for our customers. Your valuable feedback is important to us and will contribute to our ongoing improvements. Please take a moment to rate our product and services.