

Returns and Refunds Policy

RETURNS AND REFUNDS POLICY

All packages available on the HouzMAKEOVER Platform (referred to collectively as "HouzMAKEOVER," "us," or "our") are subjected by the terms and conditions outlined in this RETURNS AND REFUNDS POLICY (hereinafter referred to as the "Policy").

Subscribers (referred to collectively as "Subscriber" or "you") can request refunds for their purchased package subscriptions by contacting HouzMAKEOVER through the Platform. HouzMAKEOVER will provide assistance to Subscribers in resolving and addressing any disputes.

REPORT REGARDING NON-ARRIVAL OR MISSING ITEMS FOLLOWING PHYSICAL DELIVERY

Subscribers can inform their Transformers, notify HouzMAKEOVER in writing via our email (estore@majuhome.com.my), or reach out to us through our platform. You may also contact us through WhatsApp at (+60166125631). Subscribers must initiate contact within SEVEN (7) DAYS from the "Move-in" date under the following circumstances:

1. Goods promised on the HouzMAKEOVER website were not delivered to the Subscriber.
2. HouzMAKEOVER indicated that the Goods were delivered, but in reality, they were not.

Upon receiving reports from Subscribers regarding the above matters, HouzMAKEOVER will respond within a reasonable timeframe of 2 working days. All reports will be reviewed and investigated by HouzMAKEOVER before any corrective actions are taken. In the mentioned situations, HouzMAKEOVER will rectify the discrepancies at its own expense while keeping Subscribers updated throughout the process.

Any reports regarding this issue made after these 7 days, on the 8th day or later, will not be entertained. For instance, if the "Move-in date" is on the 17th of February, the 8th day falls on the 24th of February.

REPORT ON DEFECTIVE ITEMS TO BE RETURNED

Please refer to our [Warranty and Maintenance Policy](#).

SUBSCRIPTION AND/OR ORDER CANCELLATION

Should the Subscriber wish to cancel an order before any delivery, Subscriber must contact HouzMAKEOVER by writing to HouzMAKEOVER via email at estore@majuhome.com.my, through our platform, or via WhatsApp at (+60166125631). The Subscriber will be required to complete the "Customer Refund Form" to initiate the refund process. Cancellation fees may be applicable, as outlined below.

	Cancellation Phase	Processing fees
i	Upon e-KYC through the HouzMAKEOVER Platform before confirming an order.	RM 15
ii	Within 7 days after the Subscriber confirms their order on the HouzMAKEOVER Platform.	None – Full refund for all Deposits paid
iii	Within 7 days after the Subscriber has confirmed their order, even if both the Subscriber and Transformer have already submitted the necessary documents for Sales Submission.	No refund for Deposits paid
iv	More than 7 days (on the 8th day) after the Subscriber has confirmed their order on the HouzMAKEOVER Platform.	Whole deposit forfeited

1. If the Subscriber performs e-KYC and CTOS check via the HouzMAKEOVER Platform, there will be a RM15 credit score check charge. This amount is non-refundable.
2. If the Subscriber wishes to cancel the order within 7 days after confirming the order, HouzMAKEOVER will fully refund the Subscriber.
3. If the Subscriber wishes to cancel the order within 7 days but has already submitted it for Sales Submission, the entire deposit will be forfeited.
4. If the Subscriber cancels the subscribed order after 7 days (on the 8th day) after subscribing, the Subscriber will forfeit all paid deposits to HouzMAKEOVER.

Refunds will be processed within Thirty (30) working days, either through the iPay88 Online Payment Gateway Refund System or through HouzMAKEOVER's authorized bank account(s).