Worldlynks (M) SDN. BHD. Refund Policy

Effective Date: March 10, 2025

Elite Membership Purchases

Purchasers of Worldlynks (M) SDN. BHD. ("Worldlynks") Consultant "Elite Memberships" may request a refund for such transactions within thirty (30) days from the date on which the Elite Membership was purchased. To request the refund, the purchaser must submit their request on the *Estimate Refund* page. Upon receiving a properly submitted refund request, Worldlynks will process the request and refund the full amount of the purchase.

Product Purchases

Purchasers of product packages may request a refund for such transactions within seventy-two (72) hours from the date on which the product package was purchased, subject to the exception that some products may not support this 72-hour policy. To request the refund, the purchaser must submit their request on the *Estimate Refund* page. Upon receiving a properly submitted refund request, Worldlynks will process the request and refund the full amount of the purchase for eligible products.

Device Purchases

Purchases of Mobile.Net devices have a different refund policy. Please check the Mobile.Net Return and Warranty Policy available at https://mobile.net/pdf/mobilenet_warranty_en.pdf.

Refund Issuance

Worldlynks will refund individuals or entities in the same manner as these individuals or entities initially paid for Worldlynks products or services.

If an individual qualifies for a refund and initially paid for Worldlynks products or services by credit card, Worldlynks will refund the individual by crediting the amount of the returned products or services to the individual's credit card.

If an individual purchased Worldlynks products or services by China UnionPay card, Worldlynks will refund the individual by crediting the amount of the returned products or services to the individual's China UnionPay card.

If an individual purchased Worldlynks products or services via iCash, Worldlynks will refund the individual by adding the amount of the refund to the individual's iCash balance.

If an individual purchased Worldlynks products or services by means of individual's eWallet account, Worldlynks will refund the individual by adding the amount of the refund to the individual's eWallet account.

Dispute Resolution

In the event of any dispute between a purchaser and Worldlynks arising out of or in connection with this policy or any other similar related business dealings, the parties shall attempt, promptly and in good faith, to resolve any such dispute by engaging such representatives of each party as may be appropriate in the circumstances. If the parties are unable to resolve any such dispute within a reasonable time (not to exceed thirty (30) days), then either purchaser or Worldlynks shall submit such dispute to non-binding mediation facilitated by JAMS (Judicial Arbitration and Mediation Services). If mediation is unsuccessful in resolving the dispute within a reasonable time frame, either party may submit the matter to binding arbitration through the Singapore International Arbitration Centre ("SIAC") in accordance with its rules and procedures. Any arbitration award shall be final and binding upon the parties and enforceable in any court of competent jurisdiction.