

## **INTERIOR DESIGN PACKAGE TERMS & CONDITION**

1. Quotation Validity: 1 month.
2. Goods sold are not returnable.
3. Interior Package Payment :

### **Payment Policy:**

- a. Customers are required to pay at least RM5,000 deposit for site visit, space planning and quotation.
  - b. Min 50% deposit based on quotation value. Floor plan and 3D will complete within 2-3 weeks after payment made.
  - c. Payment 20% based on order confirmation. Balance payment before installation.
4. Delivery Date: 30 - 60 Days after the final SITE MEASUREMENT.
  5. 1 years WARRANTY of hardware & services. NO WARRANTY will be provided if the balance payment not settled before delivery.
  6. The buyer acknowledges that there may be a slight variation in respect of the material, color, finishing, craftsmanship and dimension between each piece and between the products.
  7. All payment by cheques should be crossed & made payable to " NOVEL HOME DESIGN SDN BHD "  
- PUBLIC BANK Account no. 312 996 4917
  8. All specified thickness and size calibrations shall be subject to general tolerances acceptable within the industry.
  9. Quantities quoted are subject to final confirmation at site.
  10. The Company reserves the right to amend the terms and conditions without prior notice.

### **Refund Policy:**

1. In case of refund, the refund will occur in the same method it was purchased by (cash/ credit card/ bank cheque) or any other way be agreed between Novel and customer.
2. *Additional costs may be incurred* if you requested a refund.

### **Transportation & Deliver Policy:**

1. Purchase value less than RM10,000 will charge RM300 for installation fee per trip.
2. Outstation project will charge transportation and installation fees according to location.  
Min RM600 per day for additional fees.

### **Package Policy:**

1. The value package is not refundable or exchangeable for cash.
2. The bearer must pay the difference if the value of the article purchased exceeds the value package. The bearer
3. There will be no refund if the value of the article falls short of the value package.
4. Value package validity is according to the stipulated expiry date/time and no extension is allowed.
5. Novel reserve the right to vary these terms and conditions without prior notice.
6. This value package is valid for 24 months from sales order date.