

SHOPPING POLICY

Please read this document carefully as it contains the terms and conditions that you agree to be bound by if you continue to use The Body Shop e-Store. The below terms and conditions (“the Conditions”) and the Terms of Use apply to your use of The Body Shop e-Store and to any purchases you make through The Body Shop e-Store.

In the event of any conflict between the Terms of Use and these Conditions, the latter shall prevail. These Conditions and the Terms of Use apply between you and Rampai-Niaga Sdn Bhd (“The Body Shop”, “we” or “us”), whose registered office is at No. 5 Jalan USJ10/1C, 47620 UEP Subang Jaya Selangor, Malaysia. Please address any complaints, queries or correspondence regarding these Conditions or The Body Shop e-Store, to the contacts as listed in our [contact us](#) page.

This site is operated by Rampai-Niaga Sdn Bhd (registered number 117711-H) from its registered address at No.5 Jalan USJ 10/1C Subang Jaya, 47610 Petaling Jaya, Selangor, Malaysia.

Purchasing The Body Shop® Products

Eligibility to order criteria:

You may only purchase products:

- Available for sale and details of which appear on The Body Shop e-Store;
- For delivery within Peninsular Malaysia; and
- For personal use, either by yourself or by your intended recipient(s) of the products. The Body Shop reserves the right to decline any order that it has reasonable cause to believe is for onward sale other than through distribution channels approved by The Body Shop Franchisee, owned and operated under license by Rampai Niaga Sdn. Bhd.

Details of the products available for purchase (including their price) are set out on The Body Shop e-Store. The Body Shop takes all reasonable care to ensure that all details, descriptions and prices of products appearing on The Body Shop e-Store are correct at the time when the relevant information is placed onto The Body Shop e-Store. Although every effort is made to keep The Body Shop e-Store as up-to-date as possible, the information appearing at a particular time may not always reflect the position exactly at the moment you place an order.

Ordering Products:

- Once you have selected the products you wish to order, click on the “Checkout” button at the end of the checkout process.
- Once you have clicked on the “Checkout” button, you have made a binding offer for the sale of goods. Your offer at this stage is still subject to our acceptance. In order that we may accept your offer, we obtain an authorisation from your Credit card company for the amount detailed



on the order summary page. We are not taking funds from your card at this stage, although the amount available for you to spend will be reduced by the authorisation. This is a normal process with the banks. If your credit card should not give an authorisation, your order will not be processed further.

- The Body Shop will E-mail you to confirm your product order has been received.
- We are deemed to have accepted your offer, and a corresponding contract of sale for the products you have ordered is concluded between you and The Body Shop only upon those products being dispatched to you, as detailed in the dispatch confirmation E-mail.

The Body Shop may refuse or be unable to process your order if:

- The product you ordered is discontinued or no longer available.
- Your credit card does not give authorisation for the payment of the purchase price.
- You do not meet the eligibility to order criteria set out above.

Order Cancellation

Before you place your order, you can view the contents and the total amount in your shopping basket. Once your order has been submitted successfully and payment is received for your purchase, the order will be "Sent to Warehouse," entering the delivery process immediately. We advise that you carefully review and modify your order **prior to payment submission**.

Once your order has been "Sent to Warehouse," it has entered the delivery process and **no further changes can be made**.

Damaged Or Faulty Products and Incorrect Goods Received

You may exchange your goods if the goods in your order are damaged or faulty upon receipt, or if the goods you have received are not the goods you originally ordered. Exchange of goods is valid within 48 hours from goods received. We only accept exchanges of equal or higher value. Where exchanges are of higher value, you must pay the difference in payment amount via direct bank transfer to: Rampai-Niaga Sdn. Bhd, Maybank Account: [5123-0730-0131](https://www.maybank.com.my) and, email (ecomm.my@thebodyshop.com.my) or fax (03-56324317) to us the bank-in slip for our reference before we courier the exchanged goods to you.

When exchanging damaged, faulty or incorrect goods received we will:

- a. Arrange to collect your goods from you free of charge
- b. Courier replacement items to you free of charge, of up to two (2) delivery attempts failing which, we will order another round of delivery chargeable at RM10 to be paid via direct bank transfer to: Rampai-Niaga Sdn. Bhd, Maybank Account: [5123-0730-0131](https://www.maybank.com.my)



How To Exchange Your Goods

Complete the Refund/Exchange Form and email to ecomm.my@thebodyshop.com.my or fax to 03-56324317. You may contact Customer Care by phone 03-56324313, Monday-Friday (excluding Public Holidays) before 5pm.

Ensure all information required in the Refund/Exchange form are correctly and accurately completed in order for us to process your exchange smoothly. Please allow at least fourteen (14) working days (excluding Public Holidays) for us to process your exchange.

Refund Policy

We are committed to providing quality products to our customers. If you are not fully satisfied with your online purchase, we will give you a refund for item(s) returned, subject to the following conditions. The Body Shop® reserves the right to limit or deny returns/refunds. Please note that we only accept full refunds.

How to Request for Refund

You may request refund within five (5) working days from goods received. Complete the Refund/Exchange Form and email to ecomm.my@thebodyshop.com.my or fax to 03-56324317. You may contact Customer Care by phone 03-56324313, Monday-Friday (excluding Public Holidays) before 5pm. If the goods received are not faulty, damaged and are indeed, correct items ordered, but you wish to proceed with a refund, do note that RM10 (for the collection of returned goods) will be deducted from the refund amount.

Refund (excluding delivery charges) will be applied to the debit or credit card account used for the original order. Please allow up to 14 working days (excluding Public Holidays) for your refund to post to your account.

Ensure all information required in the Refund/Exchange form are correctly and accurately completed in order for us to process your refund smoothly. Please allow at least fourteen (14) working days (excluding Public Holidays) for us to process your refund.



Stay In Touch

We'd like to keep you up to date on all of our exciting new product launches, promotions, and Party Themes and Values campaigns. To keep up to date simply visit us at www.thebodyshop.com.my and click '[register](#).'

Our contact details can be found on our [contact us](#) page.

General

The Body Shop reserves the right to:

- Modify or withdraw, temporarily or permanently, The Body Shop e-Store (or any part thereof) with or without notice to you; The Body Shop shall not be liable to you or any third party for any such modification or withdrawal; and/or
- Change the Conditions from time to time, and your continued use of The Body Shop e-Store (or any part thereof) following such change shall be deemed to be your acceptance of such change. It is your responsibility to check regularly to determine whether the Conditions have been changed. If you do not agree to any change to the Conditions then you must immediately stop using The Body Shop e-Store.
- If The Body Shop should change these Conditions, your order will be subject to the Terms and Conditions at the Date and Time of you placing your order. Copies of the appropriate T&C are available for viewing under [Terms of Use](#) within www.thebodyshop.com.my.
- If any part of the Conditions is declared unlawful or unenforceable, then that provision shall be deemed deleted from the Conditions and the remaining provisions of the Conditions shall remain in full force and effect. Malaysian law applies to these Conditions and any dispute relating to the Conditions shall be settled by the Malaysia courts.

