

Refund Policy

Thank you for using SSM Search (the “**Platform**”).

The Platform is owned, operated, and managed by Infomina Berhad (“**Infomina**”). Throughout this policy, the terms “we,” “us,” and “our” refer to Infomina. By using the Platform and agreeing to the Terms of Service, you agree to comply with and be bound by the terms of this Refund Policy.

If you do not agree to the Refund Policy or any part thereof, please do not use the Platform and refrain from using any of the Services provided by us.

Capitalised terms used in this Refund Policy shall have the same meaning as defined in the Terms of Service unless stated otherwise.

Infomina reserves the right to update or modify this Refund Policy at any time without prior notice. It is your responsibility to review this policy periodically for any changes. Your continued use of the Platform following the posting of any changes constitutes acceptance of those changes.

1. REFUND ELIGIBILITY

Infomina aims to provide a seamless user experience and exceptional customer service. Refunds may be considered under the following circumstances:

- Error or failure in the delivery of the Services despite payment being made.
- Error in the charges collected or deducted from your Account.
- Any other scenarios deemed eligible for a refund after investigation by Infomina on a case-by-case basis.

2. NOTIFICATION AND TIMELINE

If you discover any discrepancy or error in your Account that warrants a refund, you must notify Infomina within seven (7) days from the date of the disputed transaction in accordance with the steps outlined in item 3 below.

Failure to notify us within this timeframe may result in the presumption of the accuracy of the transaction.

3. REFUND PROCESS

To request for a refund, you are required to take the following steps:

- You are to contact us to request for a refund or to notify us of a disputed transaction through our helpdesk.
- Upon receiving your request or notification for a refund or a disputed transaction, our helpdesk will commence investigation of the request or disputed transaction within seven (7) days.
- The investigation process will take place manually and our helpdesk team may request for further information or supporting documentation from you to verify the request or disputed transaction and failure to cooperate with such request may result in the rejection of your request by us.

- Upon receiving all the necessary or requested information or documentation, our helpdesk will process your request accordingly and inform you within thirty (30) days on your eligibility for refund.
- If your request for a refund is approved, our finance team will transfer the amount to be refunded to you at the bank account number of your choosing.

Infomina requires the individual seeking a refund to provide the bank account number for the purpose of remittance of refund. It is understood that by providing this information, you assume full responsibility for the accuracy of the details provided.

Infomina explicitly disclaims any liability associated with the accuracy or authenticity of the bank account details provided by you for the purpose of refund and shall not be held responsible for any discrepancies or errors in the refund process arising from such information. You acknowledge and agree that Infomina bears no obligation to verify the accuracy or validity of the bank account information provided for refund purposes.

If you have any further questions regarding the refund process, please contact our helpdesk.