

HYPERNEX Property Management Booking Apps Terms & Conditions

1) Cancellation & Non Refundable Policy

- a) Purchaser is required to notify the User immediately if intended to cancel the said booking or reservation.
- b) In the event that the cancellation is made after SOLD, RM 5,000.00 paid by Purchaser will be forfeited as administration fee.
- c) User or Purchaser should return all the relevant original documents to the Administration team within 3 days upon cancellation.

2) Payment Policy – Credit / Debit Card

- a) All the properties listed in this Site are offered the opportunity for reservation process to be paid by Credit / Debit Card by means of secure online payment. Payment is safely processed from your Credit / Debit card to bank to our account through an authorised third party payment gateway (NEXPay).
- b) In the event of Credit Card fraud or unauthorised use of your credit card by others, you should contact your bank or card issuer immediately upon becoming aware of such unauthorised use. If you suspect an unauthorised or fraudulent reservation was made via us, please contact our Administration team immediately.
- c) In order to make a transaction, Purchaser or User must be over 18 years old and have the full legal capacity to make the transaction. User and Purchaser undertake that the Credit/ Debit card you are using is your own or that you are authorised to complete the transaction with this card and there are sufficient fund to cover the cost of the transaction. You accept financial responsibility for all transaction made under your name or account.
- d) Purchaser and User undertake that the details provided in making the reservation process are fully correct.
- e) The payment made through NEXPay during the transaction shall not be deemed as the Official collection until we receive the clearance from the NEXPay. If you don't receive our request within 10 working days upon the payment gone through, the payment shall be automatically deemed as cleared.