

FORMASIAN LABEL PTE. LTD.
CONDITIONS OF USE AND SALE

1. INTRODUCTION

- 1.1 These Conditions govern the use of our website and the supply by us of any Product ordered by you on our website. You agree to be legally bound by these Conditions when you use our website and order a Product on our website. Your use of our website is also subject to our privacy policy, the terms and conditions of which shall also form part of these Conditions.
- 1.2 Please read through these Conditions and our privacy policy carefully. If you do not agree to these Conditions, please do not use our website. We reserve the right to update or modify these Conditions at any time without prior notice.

2. USE OF OUR WEBSITE

- 2.1 You warrant and represent that you are of legal age and have the legal capacity to enter into and form contracts under any applicable law. If you are below 18 years old, you must obtain consent from your parent(s) or guardian(s) and their acceptance of these Conditions. They shall be responsible for your actions and liable for any charges associated with your use of our website or purchase of Products. If you are below 18 years old and do not have consent from your parent(s) or guardian(s) for using our website, you must not use our website.
- 2.2 You shall:-
- (a) only access and/or use our website in good faith at all times, and not for any fraudulent purpose, or in connection with a criminal offence or other unlawful activity;
 - (b) ensure that any information or data you post or cause to appear or submit on our website is accurate, true and complete and agree to take sole responsibility for such information and data;
 - (c) be responsible for compliance with all local laws if you use our website from a location outside Singapore and you shall not use our website in any country or in any manner prohibited by any applicable laws, restrictions or regulations;
 - (d) not use or upload any software or thing that contains, is suspected to contain viruses, spam, spyware, malware or any harmful thing which may impair or corrupt our website, server or data in anyway or damage or interfere (or likely to damage or interfere) with the operation of another's computer or mobile device;
 - (e) not use our website in any way that causes or likely to cause our website or access to it to crash, be interrupted, damaged or impaired in any way;
 - (f) not impersonate any other person or entity or to falsely state or misrepresent your identity or relation or association with any person or entity;

- (g) not post, promote or transmit through our website anything that contains disparaging, potentially defamatory or defamatory, inappropriate, obscene, racists or hate remarks, comments, statements, materials or contents; and
- (h) not cause nuisance, inconvenience on our website in any way.

2.3 We reserve the right to:-

- (a) monitor, screen or otherwise control any activity, content or material on our website;
- (b) refuse service, prevent or restrict access to our website or any account, terminate any account or remove or edit content if you are in breach of any of these Conditions or any other applicable laws or policies;
- (c) investigate any breaches of these Conditions or any applicable laws legislation or regulations and to take any action we deem appropriate in relation thereto; and
- (d) report any suspicious activity to the relevant authorities.

3. **ORDER AND CONTRACT**

3.1 Details of the Products you wish to purchase are set out clearly in our website. While we endeavour to provide an accurate description of the Products, we do not warrant that such description is entirely accurate, up to date, free from error, sufficient or suitable for your purposes and will meet your requirements. Unless otherwise stated, all prices listed on our website are inclusive of local (Singapore) delivery charges only, but are subjected to any prevailing goods and services tax (if applicable). For deliveries outside Singapore, our prices are subjected to delivery charges and any applicable taxes of whatever nature that may be imposed or levied by Singapore or the country of delivery.

3.2 We reserve the right to amend the prices listed on our website at any time without giving any reason or prior notice.

3.2 You must register for an account on our website to place an Order for any Product. To place an Order, edit or amend the details of your Order, you must follow the instructions on the relevant screen on our website. Once you have selected the Product to purchase and confirmed your Order, you will be informed of the all charges, including any applicable delivery charges.

3.3 All charges are in Singapore Dollars (SGD), unless otherwise stated.

3.4 You must make full payment for your Order in full at the time of ordering to enable us to process your Order. You shall make payment by Paypal or such other method or manner that we have stated is acceptable to us from time to time on our website. Notwithstanding the above, we reserve the right:-

- (a) not to offer certain forms of payment at any time without assigning any reason thereto;

- (b) to put on hold any transaction until the authorization to use a certain payment method has been obtained or verified, or cancel any transaction where such authorization is not available;
 - (c) to conduct a credit check on you and not offer certain forms or method of payment or refer you to our other forms or methods of payment.
- 3.5 We do not accept funds transfers from or through internet banking or Automated Teller Machines (ATM).
- 3.6 We shall not be bound to supply any Product to you unless we have received your full payment in cleared funds and we have expressly accepted your Order by email, fax, letter or a written acknowledgement to you ("Order Confirmation") stating that we accept your Order. Our Order Confirmation is deemed effective when it has been despatched by us. We may send an invoice to you at any time after we have accepted your Order. Once we have sent you the Order Confirmation, you are not allowed to cancel or change your Order.
- 3.7 A Contract will relate only to those Products we have confirmed in the Order Confirmation. We will not be obliged to supply any other Products which may have been part of your Order unless we have sent an Order Confirmation in respect to those specific Products.
- 3.8 We reserve the right to refuse to process your Order and you reserve the right to cancel your Order at anytime before our acceptance of your Order without assigning any reason thereto. We will refund any payment we received from you as soon as practicable in the event we have cancelled your Order or if you revoke your Order before our acceptance.
- 3.9 It is your responsibility to check the accuracy and verify the details of your Order before you submit your Order to us. If you discover that you have made a mistake with your Order after you have submitted it to us, you can contact us at contactus@formasianlabel.com immediately. However, we may not be able to amend your Order in accordance with your instructions. We are also unable to combine Orders that you made separately.
- 3.10 If the price for your Order changes before we accept your Order, we will contact you and ask you to confirm that you wish to proceed with the amended price. We may, however, require you to re-submit your Order with the amended price.
- 3.11 Third party vendors on our website may, at their sole discretion, refuse to accept an Order for whatever reason, for example due to unavailability of stocks.

4. INFORMATION SUBMITTED TO US

- 4.1 You warrant and represent to us that:-
 - (a) you are above 18 years old;

- (b) information and details submitted by you on our website for the registration of account, placing an Order, payment or for any other purposes whatsoever, are up to date, complete, accurate, true and not misleading;
 - (c) you shall inform us of changes in the information and details that you have submitted to us; and
 - (d) you are fully entitled to use the payment method to pay for your Order and there are sufficient funds in that account or such other credit facilities to cover the payment to us.
- 4.2 We reserve the right to suspend or terminate your account, prevent you from using our website, refuse you any service and/or cancel your Order (whether before or after our acceptance) and terminate your Contract if any of the above representations and warranties, and/or if there are any of these Conditions are breached.

5. DELIVERY

- 5.1 You can only specify a single delivery address for each Order that you have placed. If you require delivery to multiple locations, please place a separate Order for the Product(s) to be delivered to each delivery address.
- 5.2 We are unable to deliver to some locations outside Singapore and some locations in Singapore. If your delivery address is one of these locations, we will inform you using the contact details that you provided when you are placing your Order. We will then arrange for cancellation of the Order or delivery to an alternative delivery address that you have provided or will provide.
- 5.3 We endeavour to deliver within the time frame indicated by us at the time of your Order or in the Order Confirmation. However, we cannot guarantee that the Products will definitely arrive within the time frame or the exact delivery date which you will be receiving the Products. We generally do not deliver on Saturdays, Sundays and gazetted public holidays in Singapore.
- 5.4 We will as far as practicable inform you of the revised delivery time frame if we are unable to make delivery within our initial estimated delivery time frame. To the extent permitted by law, we shall not be liable to you for any losses, liabilities, costs, damages, charges or expenses arising out of any late delivery and/or arising from your breach of any of these Conditions or for any other reason whatsoever.
- 5.5 You shall ensure that you are ready and able to receive the Product(s) at a reasonable time requested by us or the carrier. If delivery or collection is delayed through your unreasonable refusal to accept delivery or if you do not accept delivery or collect the Product from the carrier after a reasonable period of time, then we may (without affecting any other right or remedy available to us) do either or both of the following:
- (a) charge you for our storage and other costs reasonably incurred by us; and/or
 - (b) no longer avail the Product for delivery or collection and terminating the applicable Contract, in which case we will refund to you any money (through

such payment method or mode as we deem fit) already paid to us under the applicable Contract, less our reasonable administration charges (including costs incurred for attempting to deliver and then returning the Product(s), and any storage or other costs reasonably incurred by us).

- 5.6 All risk in the Product shall pass to you upon delivery. However, where delivery is delayed due to a breach of your obligations under these Conditions, risk shall pass at the date when delivery would have occurred but for your breach. We shall not be liable for any loss, damage or destruction of the Product after risk passes to you.
- 5.7 On delivery of the Product, you must inspect the Product immediately, and contact us at contactus@formasianlabel.com if you discover any faults, defects or damage. You must hold on to the documents (eg, acknowledgement of receipt or delivery order etc) and packaging delivered with the Product if you wish to return the Product. Please read Clause 7 of these Conditions relating to our return, exchange and refund policy. You shall take care when opening the packaging of the Product so as not to damage it, particularly when you are doing so using a sharp instrument.
- 5.8 We use our standard packaging for delivery. Any special packaging requested by you is subject to additional charges.
- 5.10 If we receive any bounced or returned Products from our carriers due to a wrong address, we will endeavour to contact you through email, letter or fax. You shall bear the cost for any re-delivery unless it is an error on our part that caused the Products to be bounced or returned to us by our carriers. Details for re-delivery will be provided in the email, letter or fax sent to you. Bounced or returned Products that are unclaimed or uncollected after 3 months will be deemed our property and we will deal and do anything in respect of these Products as we deem fit. We shall not be liable to pay you any compensation whatsoever.

6. CANCELLATION OF ORDER

- 6.1 You may cancel your Order at anytime before we sent you the Order Confirmation. Please contact us at contactus@formasianlabel.com if you wish to cancel your Order.
- 6.2 We reserve the right to refuse to process your Order and you reserve the right to cancel your Order at anytime before our acceptance of your Order without assigning any reason thereto.
- 6.3 We will refund any payment we received from you as soon as practicable in the event we have cancelled your Order or if you revoke your Order before our acceptance.

7. EXCHANGE & RETURN

- 7.1 We only allow exchange or return of and for defective or incorrect Products.
- 7.2 If you received an allegedly defective or incorrect Product from us, please promptly inform us at contactus@formasianlabel.com within 7 days of the delivery together with the following:

- (a) reasonable details describing the alleged defect of or damage to the Product;
 - (b) clear image(s) of the defective Product and the alleged area of damage or defect;
 - (c) the delivery note/order number; and
 - (d) such other information as we may reasonably require.
- 7.3 We will consider your request and examine the details that you have provided to us. We will let you know through email, letter or fax the outcome whether the Product is indeed defective and/or damaged or incorrect in our sole absolute discretion. If the Product is indeed defective and/or damaged or incorrect, we will also arrange with you through email, letter or fax for the exchange or return of the Product.
- 7.4 We will not agree to an exchange or return if the Product:-
- (a) has been misused or abused; or
 - (b) was subjected to improper use or purpose, neglect, improper or inadequate care and maintenance; or
 - (c) was damaged by or due to you or your carelessness; or
 - (d) was involved in any accident or was damaged due to an event beyond our control; or
 - (e) was damaged as a result or consequence of an incorrect attempt at modification or repair; or
 - (f) deteriorated through normal, fair wear and tear.
- 7.5 We do not provide a cash refund but will issue you a Credit Note if an exchange is not possible because the Product is out of stock and not available for exchanges. We are not liable for lost Products and we will not proceed with the exchange or refund if we do not receive the defective Product or incorrect Product.
- 7.6 All defective and/or incorrect Products to be returned to us for exchange or issuance of a Credit Note for future purchase(s) will be conditional upon the following:
- (a) you return the Product unworn, unwashed, unaltered, undamaged and with all tags, labels and boxes (if any) intact; and
 - (b) where the purchases are from and within Singapore, we receive the returned Products within 14 days of the date of our reply to your first request informing us of the defective Product; and
 - (c) where the purchases are from outside Singapore, we receive the returned Products within 21 days of the date of our reply to your first request informing us of the defective Product.

- 7.7 All Credit Notes issued under Clause 7.5 shall be valid for a non-extendable period of 3 months and shall not be refundable or exchangeable for cash. Credit Notes issued can only be utilized in one Order. Any excess credit not utilised will not be extended, refunded or exchangeable for cash.
- 7.8 Subject to Clause 7.9 below, in the event the Product is not defective or incorrect but you wish to exchange or return the Product because of a change of mind or your colour preference or due to sizing, please write to us with your request at contactus@formasianlabel.com for our consideration. If we consent to your request for an exchange of a Product that is not defective, our consent will be subject to conditions including but not limited to the following:-
- (a) you pay for the return costs, and the delivery costs of the replacement Product(s);
 - (b) you return the Product unworn, unwashed, unaltered, undamaged and with all tags, labels and boxes (if any) intact; and
 - (c) we receive the returned Products within 14 days of the date of our consent to your request to exchange or return the Product.
- 7.9 We will not entertain request to return or exchange Products that are on sales promotion or discounted prices that are not defective or incorrect.

8. TERMINATION

- 8.1 We may, in our sole and absolute discretion and with or without notice to you, immediately terminate your use of our website, your account, password, Contract or otherwise prevent you from using the services on our website for whatever reasons including any of the following:-
- (a) we reasonably believe that you have breached any of the Conditions herein set out, any law, legislation, rule and/or regulation; or
 - (b) in our reasonable opinion or the opinion of any relevant competent authority, it is not suitable or desirable to continue allowing you to use our website.

9. RESERVATION OF CERTAIN RIGHTS RELATING TO PRODUCTS

- 9.1 In addition and without prejudice to the reservation of our rights elsewhere in these Conditions, we further reserve the right to:
- (a) change and update information at any time without prior notice (including after you have submitted your order);
 - (b) correct and rectify any errors, inaccuracies or omissions in respect to our Product(s) including those relating to description of Product(s), pricing and availability;

- (c) refuse or cancel any Order placed and submitted for a Product listed at the incorrect price due to any typographical error whether or not you have already made payment or whether an Order Confirmation has been issued to you. In the event you have made any payment in such circumstances, we will refund and issue a credit to your account in the amount of the incorrect price you have paid; and
- (d) amend, change, update any of these Conditions from time to time;

10. THIRD PARTY PRODUCTS ON OUR WEBSITE

- 10.1 You acknowledge that third parties may list and sell their Products on our website. This is indicated on the respective product detail page. The contract entered into for the sale and purchase of a Product from a third party vendor is between you and the third party vendor. We are not a party to this contract and assume no responsibility whatsoever under, arising out of or in connection with it. You agree that we are not and shall not be deemed to be the third party vendor's agent. The third party vendor is responsible for the sale of the their Products and for dealing with any claim or issue arising out of or in connection with the contract between the you and such third party vendor.
- 10.2 We will also not be providing any exchange, refund or return of defective Product(s) should you purchase them from any third party vendors.
- 10.3 In view of the above, before you purchase any Product from a third party vendor, please read the third party vendor's terms and conditions of sale, including their return/exchange/refund policy and privacy policy.

11. NO WARRANTY

- 11.1 Save as expressly stated in these Conditions, all warranties and representations expressed or implied by statute, common law or otherwise in relation to our website, the Products and the sale of our Products or otherwise are hereby excluded to the fullest extent permissible by law.
- 11.2 All information, data and details on our website are for information only. We do not represent or warrant in any way, whether impliedly or expressly, as to the merchantability, quality, suitability or fitness for a particular purpose, the non-infringement of any third party's rights or title in connection with or in respect to our website or the Products. In addition, and without prejudice to the generality of the foregoing, we do not warrant:
 - (a) the accuracy, currency, adequacy, or completeness of all data and/or information contained in our website; and
 - (b) that our website or your use and access to it will be uninterrupted, restricted, secured, efficient or free from errors or omissions.
- 11.3 You acknowledge that colors, tones or shades of Products displayed on our website may be different in reality due to color and screen resolution calibration of your computer

and/or monitor. We therefore make no warranty that the colours, tones or shades of our Product will be the same or conform to that displayed at our website.

- 11.4 We do not represent and warrant that our website is free from any computer virus, malware or other malicious, destructive or corrupting script, code, program, macros or thing whatsoever and that any information transmitted or transaction made by or to you through our website is totally secured. You further agree and accept the risk that any information transmitted or received through our website or transactions made through our website or your account on our website may be accessed by unauthorised third parties. You further agree that we will not be liable to you in any way should any such transmitted information and details of such transactions be disclosed by us, our employees or agents to third parties purporting to be you or purporting to act under your authority.

12. LIMITATION OF OUR LIABILITY

- 12.1 We shall not be liable for any loss or damage in anyway whatsoever or howsoever caused arising directly or indirectly in connection with:

- (a) any access, use and/or inability to use our website and/or any other website or webpage linked to our website;
- (b) your reliance on any data or information on our website;
- (c) any system, server or connection failure, error, interruption, delay in transmission, virus or other malicious, destructive or corrupting script, code, program, macros or thing whatsoever;

- 12.2 Notwithstanding any other provisions in these Conditions and to the extent permitted by law:-

- (a) our total liability in contract, tort (including negligence or breach of statutory duty) or otherwise arising by reason of or in connection with these Conditions shall be limited in aggregate to the total charges paid and payable by you under these Conditions up to and including the date of the claim; and
- (b) we shall in no event be liable to you for loss of revenue, loss of anticipated savings, loss of profits, loss of data, damage to goodwill or reputation or for any type of indirect, economic or consequential loss or damage whatsoever or howsoever caused in connection with or arising out of our website, the use, inability to use or the performance our website, and/or the Products.

13. FORCE MAJEUR

- 13.1 We shall not be liable to you for any breach or delay in the performance of these Conditions or a Contract attributable to any cause beyond our reasonable control, including any natural disaster and occurrences, any event beyond our control and actions of third parties (including hackers, suppliers, governments, quasi-governmental, supra-national or local authorities), insurrection, riot, civil commotion, war, hostilities, warlike

operations, national emergencies, terrorism, piracy, arrests, restraints or detentions of any competent authority, strikes or combinations or lock-out of workmen, epidemic, fire, explosion, storm, flood, drought, weather conditions, earthquake, natural disaster, accident, mechanical breakdown, third party software, failure or problems with public utility supplies (including electrical, telecoms or Internet failure), shortage of or inability to obtain supplies, materials, equipment or transportation ("Force Majeure Event"), regardless of whether the circumstances in question could have been foreseen.

- 13.2 Either you or we may terminate a Contract forthwith by written notice to the other in the event that a Force Majeure Event lasts for a continuous period of 5 days or more, in which event neither you nor we shall be liable to the other by reason of such termination (other than for the refund of a Product already paid for by you and not delivered).

14. INDEMNITY

- 14.1 You agree to indemnify, defend and hold harmless Formasian Label Pte. Ltd., its officers, directors, employees, agents, and third parties, for any losses, costs, liabilities and expenses (including reasonable legal costs) relating to or arising out of your use of or inability to use our website, any user postings made by you, your breach of any of these Conditions or of any rights of a third party, or your breach of any applicable laws, rules or regulations.

- 14.2 We reserve the right to take or defend any legal actions and control of any matter otherwise subject to an indemnity by you, in which event you will fully cooperate with us in asserting our rights and entitlements in such legal proceedings.

15. INTELLECTUAL PROPERTY

- 15.1 The intellectual property rights in and to our website including the copyright, trade and service names, trademarks, graphics, logos, icons and scripts, are owned by us and/or licensed to or controlled by us, our licensors or our service providers ("IP rights") Certain other IP rights appearing on our website belongs to other third party owners. These third party IP owners may or may not be affiliated with, connected to, or sponsored or controlled by us. You shall not:-

- (a) use or exploit these IP rights in connection with any product or service that is not ours or their lawful third party owners (as the case may be), or in any manner that is likely to cause confusion, or in any manner that disparages or discredits us or the lawful third party owners; and/or
 - (b) reproduce, reverse engineer, decompile, disassemble, separate, alter, distribute, republish, display, broadcast, hyperlink, mirror, frame, transfer or transmit in any manner or by any means the whole or any part of our website and the contents therein without our prior written consent or that of the relevant lawful third party owners.
- 15.2 Nothing on our website and in these Conditions shall be construed as granting whether expressly or impliedly any license or right to use any IP displayed on our website without our prior written consent or any other applicable third party owner.

15.3 If you believe that any of your intellectual property rights has been infringed, please contact us at contactus@formasianlabel.com.

16. Vouchers And Discount Codes

16.1 Vouchers, Discount Codes and Credit Notes are only issued to registered account holders on our website. You are able to access information and the availability of your Vouchers, Discount Codes and Credit Notes by logging into your account on our website.

16.2 Unless otherwise stated, Vouchers, Discount Codes and Credit Notes are valid for a period of 1 year from the date of issue and is non-extendable. If they are not utilized within the stipulated time frame, the amount of credit shall be forfeited.

16.3 If you wish to use any Voucher, Discount Code or Credit Note, you shall indicate your intention to do so and input the required information and code of the Voucher, Discount Code or Credit Note you wish to use while placing your Order on our website. You must click "Apply Voucher/Discount Code/Credit Note" button to receive the discount.

16.4 The credit value of each Voucher, Discount Code and Credit Note does not have a cash value and must be utilized in one Order. Any excess or residual credit not utilized shall not be extended, refunded or exchangeable for cash. You shall pay for any shortfall in the amount that you have to pay for your Order after applying and using the Voucher, Discount Code and Credit note.

16.5 All Vouchers, Discount Codes and Credit Notes:

- (a) are non-transferable and can only be used by the account holder to whom they are issued to; and
- (b) are not refundable or exchangeable for cash.

16.6 Vouchers and Credit Notes may be used on Products that are on sales promotion discounted prices. Discount Codes shall only be used on regular priced Products and not on Products that are on sales promotion or discounted prices.

16.7 Clause 16.2 shall not apply to Credit Notes issued in connection with a return or exchange of a defective Product or incorrect Product. These shall instead be subject to the conditions set out in Clause 7.8 above.

17. GENERAL

17.1 Unless otherwise provided herein, the provisions of these Conditions and our rights and remedies under these Conditions are cumulative and are without prejudice and in addition to any rights or remedies we may have in law or in equity, and no exercise by us of any one right or remedy under these Conditions, or at law or in equity, shall (save to the extent, if any, provided expressly in these Conditions or at law or in equity) operate so as to hinder or prevent our exercise of any other such right or remedy as at law or in equity.

- 17.2 No failure or delay or partial exercise by us in exercising our rights, powers or remedies under these Conditions shall operate as a waiver of that or any other right, power or remedy of ours unless we have waived our rights, powers or remedies in writing. No waiver of our rights, powers or remedies in respect of a breach of these Conditions by you shall be deemed to be a waiver of any subsequent breach of that or any other provision of these Conditions.
- 17.3 If, at any time, any provision or any part of a provision of these Conditions becomes illegal, invalid or unenforceable, the legality, validity and enforceability of the remaining provisions and the remaining part of that provision of these Conditions shall not be affected. Each of the parties acknowledges that its obligations and rights under these Conditions are severable.
- 17.4 These Conditions represents the whole agreement between you and us and supersedes all previous understandings, communications and agreements (if any), between the parties in respect of the subject matter of and the transactions provided for or contemplated by these Conditions.
- 17.5 If these Conditions is executed or translated in any language other than the English language ("Foreign Language Version"), the English language version of these Conditions shall govern and prevail over the Foreign Language Version. We reserve the right to correct and rectify at any time any typographical, clerical or other error or omission in any acceptance, invoice or other document without any liability on our part.
- 17.6 You acknowledge and agree that all records maintained by us or our service providers relating to or in connection with our website, Products and the transactions made on our website shall be binding on you and conclusive evidence of the matters stated therein for all purposes. whatsoever.
- 17.7 We reserve the right to (a) delegate or sub-contract the performance of any of our functions in connection with our website, these Conditions and the transactions contemplated under these Conditions; and (b) use any service providers, subcontractors and/or agents on such terms as we deem appropriate.
- 17.8 Assignment: You shall not assign, transfer, novate your rights and obligations under these Conditions without our prior written consent. For the avoidance of doubt, you shall not assign or otherwise transfer your account to any other person or entity. We may assign, transfer or novate our rights and obligations under these Conditions to any third party.
- 17.9 A person who is not a party to this Agreement has no right under the Contracts (Rights of Third Parties) Act (Cap. 53B) to enforce or enjoy the benefit of any of these Conditions, regardless of whether such person or entity has been identified by name, as a member of a class or as answering a particular description. For the avoidance of doubt, nothing in this Clause shall affect the rights of any permitted assignee or transferee of these Conditions.
- 17.10 Use of our website and/or the sale and purchase of any Product and these Conditions shall be governed by and construed in accordance with Singapore law and you hereby submit to the non-exclusive jurisdiction of the Singapore courts.

18. FEEDBACK & COMPLAINTS

- 18.1 We value your feedback and comments. If you have a concern or if you have a feedback, comment or a complaint to make, you may contact us at any time at contactus@formasianlabel.com.
- 18.2 We will endeavour to address your concerns or complaints as soon as reasonably possible and will contact you regarding the same. Please allow us some time to conduct our own internal investigation before we respond to you. If you do not hear from us within 7 days, please make further enquiries.

19. DEFINITIONS

19.1 In these Terms and Conditions:

- (a) "account" means the account that you register for on our website to enable you to make an Order on our website;
- (b) "Business Day" means a day which is neither (i) a Saturday or Sunday, nor (ii) a public holiday anywhere in Singapore;
- (c) "Contract" means an Order which we have accepted in accordance with Clause 3.5 of these Conditions;
- (d) "Credit Note" means a note for credit which may be used by a Customer, subject to such other terms and conditions set out under these Conditions or otherwise, towards payment for purchase of Product(s) on our website;
- (e) "Discount Code" means a code which may be used by a Customer, subject to such other terms and conditions set out under these Conditions or otherwise, to obtain a discount on their purchase of Product(s) on our website;
- (f) "Customers" means a person or entity that uses our website or places an Order thereon;
- (g) "Order" means the order submitted or to be submitted by you offering to purchase a Product on and through our website to purchase a Product from us;
- (h) "our website" means our website at www.formasianlabel.com, such other mobile versions of the website and the services, platforms, applications and functions made available thereon.
- (i) "Products" means goods and services listed for sale on our website;
- (j) "Voucher" means a voucher for credit which may be used by a Customer, subject to such other terms and conditions set out under these Conditions or otherwise, towards payment for purchase of Product(s) on our website;
- (k) "you" means the Customer;

- (l) Headings are for ease of reference only and shall not affect the interpretation or construction of the Terms and Conditions;
- (m) Words imparting the singular shall include the plural and vice versa. Words imparting a gender shall include every gender and references to persons shall include an individual, company, corporation, firm or partnership;
- (n) References to "clauses" or "provisions" are to clauses of these Conditions;
- (o) References to "includes" or "including" or like words or expressions shall mean without limitation.