

Product Information

We cannot guarantee all actual products will be exactly the same shown on the monitor as that is depending on the user monitor.

Privacy Policy

PRIVACY STATEMENT

SECTION 1 – WHAT DO WE DO WITH YOUR INFORMATION?

When you purchase something from our store, as part of the buying and selling process, we collect the personal information you give us such as your name, address and email address.

When you browse our store, we also automatically receive your computer's internet protocol (IP) address in order to provide us with information that helps us learn about your browser and operating system.

Email marketing (if applicable): With your permission, we may send you emails about our store, new products and other updates.

SECTION 2 – CONSENT

How do you get my consent?

When you provide us with personal information to complete a transaction, verify your credit card, place an order, arrange for a delivery or return a purchase, we imply that you consent to our collecting it and using it for that specific reason only.

If we ask for your personal information for a secondary reason, like marketing, we will either ask you directly for your expressed consent, or provide you with an opportunity to say no.

How do I withdraw my consent?

If after you opt-in, you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at anytime, by contacting us at paulinesiew.naturegreen@gmail.com or mailing us at: Soiland Nature Food Sdn Bhd, No.53, Jalan TK 5/39, Kinrara Industrial Park , 47100, Selangor Darul Ehsan, Malaysia.

SECTION 3 – DISCLOSURE

We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service.

SECTION 4 – THIRD-PARTY SERVICES

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions.

For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in or have facilities that are located in a different jurisdiction than either you or us. So if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.

As an example, if you are located in Malaysia and your transaction is processed by a payment gateway located in the United States, then your personal information used in completing that transaction may be subject to disclosure under United States legislation, including the Patriot Act.

Once you leave our store's website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service.

Links

When you click on links on our store, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.

SECTION 5 – SECURITY

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

If you provide us with your credit card information, the information is encrypted using secure socket layer technology (SSL) and stored with a AES-256 encryption. Although no method of transmission over the Internet or electronic storage is 100% secure, we follow all PCI-DSS requirements and implement additional generally accepted industry standards.

SECTION 6 – AGE OF CONSENT

By using this site, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

SECTION 7 – CHANGES TO THIS PRIVACY POLICY

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If our store is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.

QUESTIONS AND CONTACT INFORMATION

If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information contact our Privacy Compliance Officer at paulinesiew.naturegreen@gmail.com or mailing us at: Soiland Nature Food Sdn Bhd, No.53, Jalan TK 5/39, Kinrara Industrial Park , 47100, Selangor Darul Ehsan, Malaysia.

Return Policy

Our policy lasts 3 days for all products. If 3 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To complete your return, we require a receipt or proof of purchase.

Please send your purchase back to the headquarter.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 7 days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at paulinesiew.naturegreen@gmail.com

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at paulinesiew.naturegreen@gmail.com and send your item to: Soiland Nature Food Sdn Bhd, No.53, Jalan TK 5/39, Kinrara Industrial Park , 47100, Selangor Darul Ehsan, Malaysia.

Shipping

To return your product, you should mail your product to: Soiland Nature Food Sdn Bhd, No.53, Jalan TK 5/39, Kinrara Industrial Park , 47100, Selangor Darul Ehsan, Malaysia.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over RM 30, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Shipping Policy

1. We shall use reasonable endeavors to deliver Products of acceptable quality to the delivery address specified and keyed in by the Customer but we cannot guarantee any firm delivery time and we shall not be liable for any delay in its delivery services, if the delay has been due to causes beyond the control of us.
2. Your Order will be delivered to you via the service of a courier service company of our choice. For order placed before 12 noon, please allow five (5) working days for Peninsular Malaysia and eight (8) working days for East Malaysia including Labuan for processing from date of our confirmation of acceptance of an Order within the aforesaid areas unless otherwise notified by us. Please note that we will not accept delivery to a P.O. Box address and it might not be possible for delivery to some locations within the aforesaid areas in certain circumstances. If delivery to some locations is not possible, we may contact you to arrange for delivery to an alternative address.
- 3.

Delivery Charges will be calculated based on the weight of the Order received :-

Order Received	Delivery Charges
Peninsular Malaysia	
For Order 1kg or less per delivery per location	RM6.00
For Order more than 1kg per delivery per location	RM6.00 for the first kg and RM1.50 for every additional kg or any part thereof
East Malaysia (Sabah, Sarawak including Labuan)	
For Order 1kg or less per delivery per location	RM14.00
For Order more than 1kg per delivery per location	RM14.00 for the first kg and RM14.00 for every additional kg or any part thereof

4. No delivery services shall be available on Saturday, Sunday & public holidays.
5. The Customer is to notify us immediately of a change to his delivery address and contact number.
6. Where Customer is not available to receive the delivery, a notification card will be left at the delivery address. An attempt will be made to contact the Customer for a second delivery. If delivery is delayed due to the Customer's undue delay or unreasonable refusal to accept delivery or if the Customer fails or refuses to collect the Products within seven (7) days from the date of second notification, the Order will be deemed void and has no further effect but the Customer shall bear all the relevant cost incurred by us (including but not limited to the delivery cost and administrative charges).
7. If the Customer is not personally available to accept delivery, a representative may accept delivery on behalf of the Customer provided always that the said representative must be over 18 years of age and capable of receiving the delivery. The Customer or its representative may be required to produce proof of identity on delivery or collection of Products and all deliveries shall be signed off by the Customer or its representative on the delivery invoices.
8. We reserves the right to withhold delivery of the Products to the Customer if it has any doubts whatsoever as to the Customer's credit worthiness or insufficient identification.

LIABILITY, DISCLAIMERS AND INDEMNITY

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