

## Return/Refund Policy

**Effective Date: 12 September 2024**

Thank you for choosing Malaysian Employers Federation. We are committed to providing high-quality publications, training courses and events. Please review our Return/Refund Policy below to understand our procedures and conditions.

### 1. Publications

- **Eligibility for Refunds:** Refunds for publications (books, e-books, reports, etc.) are available within 14 days of receipt. To be eligible, the publication must be returned in its original condition and packaging.
- **Non-Returnable Publications:** Digital publications (e-books, PDFs) are non-refundable once accessed or downloaded.
- **Return Process:** To request a return, contact our customer service at [mef-hq@mef.org.my](mailto:mef-hq@mef.org.my) or +603 - 7498 7200 with your order number and reason for the return. If approved, you will receive instructions for returning the physical publication.

### 2. Training Courses

- **Eligibility for Refunds:** Refunds for training courses are available only for members/individuals who have self-paid for the course under the following conditions:
  - **More than 14 days before the course start date:** Full refund.
  - **7 to 14 days before the course start date:** 50% refund.
  - **Less than 7 days before the course start date:** No refund.
- **Cancellation by Us:** If we cancel the training course, you will receive a full refund or the option to transfer to a future course date.
- **Rescheduling:** If you need to reschedule, please contact us at [mef-hq@mef.org.my](mailto:mef-hq@mef.org.my) or +603 - 7498 7200 at least 7 days before the course start date. Rescheduling requests are subject to availability and may incur a fee.

### 3. Events

- **Eligibility for Refunds:** Refunds for events (conferences, workshops, seminars, etc.) are available only for those who have self-paid for registration, under the following conditions:
  - **More than 14 days before the event date:** Full refund.
  - **7 to 14 days before the event date:** 50% refund.
  - **Less than 7 days before the event date:** No refund.

- **Cancellation by Us:** If we cancel the event, you will receive a full refund or the option to transfer to a future event date.
- **Transfer of Registration:** If you wish to transfer your registration to another person, please notify us at [mef-hq@mef.org.my](mailto:mef-hq@mef.org.my) or +603 - 7498 7200 at least 7 days before the event.

#### **4. How to Request a Refund**

To request a refund or initiate a return, please contact our customer service team at [mef-hq@mef.org.my](mailto:mef-hq@mef.org.my) or +603 - 7498 7200 with the following details:

- Order or registration number
- Item or course/event in question
- Reason for the refund/return request

#### **5. Processing Time**

Refunds are processed within 14 days of receiving your return request or cancellation notice. The refund will be issued to the original payment method used.

#### **6. Charges**

Currently, we do not charge any fees for returns and refunds. You can initiate a return or request a refund at no additional cost.

#### **7. Contact Us**

For any questions or concerns about our Return/Refund Policy, please contact us at:

- **Email:** [mef-hq@mef.org.my](mailto:mef-hq@mef.org.my)
- **Phone:** +603 - 7498 7200
- **Address:** 3A06-3A07, Block A, Pusat Dagangan Phileo Damansara 2 46350 Petaling Jaya Selangor

We value your participation and aim to ensure a satisfactory experience with our products and services.

**Malaysian Employers Federation**