

Fitline (M) Sdn Bhd 销售及交付通用条款及条件

1. 范围; 合同语言

1.1. 本销售及交付通用条款及条件 (“GTC”) 适用于您 (消费者或合作伙伴, 统称为“客户”) 与我们 Fitline (M) Sdn Bhd (地址: D1 - D5 Ground Floor, Garden Shoppe @ One City, Jalan USJ 25/1A, 47650 Subang Jaya, Selangor, Malaysia.) D1 - D5 Ground Floor, Garden Shoppe @ One City, Jalan USJ 25/1A, 47650 Subang Jaya, Selangor, Malaysia, 办公地点位于此处, 通过本网上商店订立的合同。

1.2. 合同语言为英文。本条款与条件的其他语言译本仅供您参考之用。如各语言版本之间存在任何差异, 应以英文文本为准。

2. 适用法律

适用于马来西亚法律。

3. 合同订立

3.1. 我们网上商店中所展示的商品和服务仅构成合同邀请, 而非具有法律约束力的要约。

3.2. 在下单流程的最后一步点击「立即购买」, 即表示您正式确认购买或预订订单中所显示的商品和/或服务, 该操作具有法律约束力。提交订单后, 您将立即收到订单确认, 但该订单确认并不表示我们已正式接受您的购买或预订意向。一旦我们通过电子邮件确认接收您的订单和/或预订或发出货物时, 即表示您与 FitLine (M) Sdn Bhd 之间的合同正式成立。请定期检查您邮箱中的垃圾邮件文件夹。

General Terms and Conditions of Sales and Delivery of Fitline (M) Sdn Bhd

1. SCOPE; CONTRACT LANGUAGE

1.1. These General Terms and Conditions of Sales and Delivery (“GTC”) apply to contracts concluded between you (consumer or distribution partner, collectively referred to as the Customer) and us, Fitline (M) Sdn Bhd, located at D-05-GF, Garden Shoppe @ One City, Jalan USJ 25/1A, USJ 25, 47650 Subang Jaya, professionally residing there, via this Online Shop.

1.2. The contract language is exclusively English. Translations of these terms and conditions into other languages are provided for your information only. In the event of any discrepancies between the language versions, the English text shall prevail.

2. APPLICABLE LAW

The laws of the Malaysia shall apply.

3. CONCLUSION OF THE CONTRACT

3.1. The presentation of goods and services in our online shop constitutes an invitation to contract and not a legally binding offer.

3.2. By clicking the „Buy Now” button in the final step of the ordering process, you submit a binding offer to purchase or book the goods and/or services displayed in the order overview. Immediately after submitting the order, you will receive an order confirmation, which, however, does not constitute acceptance of your offer. A contract between you and Fitline (M) Sdn Bhd is concluded as soon as we accept your order and/or booking by a separate email or dispatch the goods. Please regularly check the SPAM folder of your email inbox.

4. 合同订立前的技术步骤及输入错误的更正; 在我们的网上商店注册

4.1. 在下单过程中, 您首先将要购买的商品添加至购物车。在此, 您可以在下单前随时调整商品数量或删除已选定的商品。如果购物车中有商品, 点击「下一步」后, 您将进入填写个人资料的页面, 并选择配送和付款方式。随后会显示订单概览页面, 供您核对填写信息。您可以通过点击相应字段旁的“更改”来更正输入错误(例如付款方式、个人资料或商品数量等)。如果您希望完全取消下单流程, 只需关闭浏览器窗口即可。否则, 点击「立即购买」按钮确认下单, 即表示您的订单声明具有法律约束力(参见本通用条款第3条第2款)。

4.2. 只有注册用户才能在我们的网上商店订购商品。作为注册用户, 您无需每次提供个人资料, 只需使用注册时填写的电子邮箱地址及密码登录您的客户账户, 即可下单或浏览订单。仅进行注册并不意味着您有义务购买我们提供的商品。有关我们如何处理您的个人资料的详细信息, 请参阅我们的《数据隐私政策》, 您可以在我们在线商店的底部找到该政策。

5. 合同文件

合同条款, 包括所订购商品和/或预订服务的信息, 以及本通用条款, 将在合同要约被接受后通过电子邮件发送给您。

6. 消费者撤回权 消费者撤销权

6.1. 如果您是消费者(即为非商业或非自雇专业目的而下单的人), 您将享有法定撤销权。

6.2. 如您作为消费者依据第1款所述的撤销权, 您需要承担退还商品的常规费用。

6.3. 此外, 有关撤销权的具体规定, 请参见网上商店的《撤销权》章节。

4. TECHNICAL STEPS UNTIL CONCLUSION OF CONTRACT AND CORRECTION OF INPUT ERRORS; REGISTRATION IN OUR ONLINE SHOP

4.1. During the ordering process, you first add the goods you wish to purchase to your shopping cart. There, you can adjust the quantity of items or remove selected items at any time before ordering. If you have items in your cart, clicking the „Next“ buttons will take you to a page where you enter your data and then select the shipping and payment method. Finally, an overview page will open where you can review your information. You can correct input errors (e.g., regarding payment method, data, or desired quantity) by clicking „Change“ next to the respective field. If you wish to cancel the ordering process entirely, you can simply close your browser window. Otherwise, clicking the „Buy Now“ confirmation button will render your declaration binding in accordance with Section 3 (2) of these GTC.

4.2. You can only order goods in our online shop if you are a registered user. As a registered user, you do not need to provide your personal data every time; instead, you can simply log into your customer account using your email address and the password you chose during registration, either before or during an order. Registering alone does not entail any obligation to purchase the goods offered by us. For information on how we process your data, please refer to our Data Privacy Policy, which you find at the bottom line of our Online Shop.

5. CONTRACTUAL DOCUMENTS

The contractual terms, including information about the ordered goods and/or booked services, along with these GTC, will be sent to you via email upon acceptance of the contract offer or notification thereof.

6. RIGHT OF WITHDRAWAL FOR CONSUMERS

6.1. If you are a consumer (i.e., a natural person who places an order for purposes that cannot be attributed to your commercial or self-employed professional activity), you have a right of withdrawal in accordance with the statutory provisions.

6.2. If you, as a consumer, exercise your right of withdrawal pursuant to paragraph 1, you have to bear the regular costs of returning the goods.

6.3. Furthermore, the regulations regarding the right of withdrawal are as detailed in the Right of Withdrawal Section in the online shop.

7. 配送条件及运输损坏

7.1. 我们将根据与您达成的协议交付商品。任何运费将在产品说明中注明,并将在发票上单独列示。

7.2. 配送时间为合同签订后 5-7 个工作日。

- 西马地区,无论订单金额多少,运费统一为 RM10。

订单总积分超过 500 积分时,可免运费。

- 东马地区,运费将包含在结账时的手续费中。

7.3. 更多信息请致电 +603-8081 6680 查询。

Fitline (M) Sdn Bhd 承担运输风险。

8. 价格

8.1. 网上商店的所有价格均为含税价格,包含法定销售和服务税,并需另加运费。

9. 所有权保留

商品在收到全额付款之前,仍归 FitLine (M) Sdn Bhd 所有。

10. 付款条款

10.1. 商品价格及运费应在下单时立即支付。付款方式包括信用卡/借记卡、银联、Google Pay、网上银行 (DuitNow/FPX) 或电子钱包。Fitline (M) Sdn Bhd 保留个别情况下拒绝某些付款方式的权利。如选择到 Fitline (M) Sdn Bhd 总部自提,也可使用现金或信用卡/借记卡支付。

10.2. 通过寄送现金或支票的方式支付是不可行的。如商品在运输或自取过程中丢失,我们不承担责任。

10.3. 除非您的反诉已依法成立或无争议,否则您无权以此抵扣我们的应收款项。如果您对同一购买合同下的商品存在缺陷投诉或其他反诉,您也无权进行抵销。

7. DELIVERY CONDITIONS; TRANSPORT DAMAGES

7.1. We deliver the goods according to the agreements made with you. Any shipping costs are stated in the product description and will be separately indicated on the invoice.

7.2. The delivery time is 5-7 working days from the conclusion of the contract.

-For West Malaysia, regardless of the order value, consumers pay a shipping flat rate of RM10.

The shipping flat rate is waived for order with total product point of more than 500 points.

-For East Malaysia, the shipping cost will be included in the Handling fee at checkout.

7.3. Further information is available by calling +603-8081 6680.

Fitline (M) Sdn Bhd assumes the transport risk.

8. PRICES

All price information in our online shop is gross prices including statutory sales and service tax and are subject to additional shipping costs.

9. RETENTION OF TITLE

The goods remain the property of Fitline (M) Sdn Bhd until full payment has been received.

10. PAYMENT TERMS

10.1. The purchase price and shipping costs are due for payment immediately upon ordering. Payment for the goods can be made by Credit/Debit Card, UnionPay, Google Pay, Online Banking (Duitnow/FPX), or by E-wallet. Fitline (M) Sdn Bhd reserves the right to exclude certain payment methods in individual cases. For pickups at an HQ of Fitline (M) Sdn Bhd, payment can also be made in cash or by Credit/Debit Card.

10.2. Payment by sending cash or checks is unfortunately not possible. We exclude liability in the event of loss.

10.3. You are not entitled to set off against our claims unless your counterclaims have been legally established or are undisputed. You are also not entitled to set off if you assert complaints about defects or counterclaims arising from the same purchase contract.

11. 自愿退货政策

以下自愿退货政策不影响您的法定权利和/或权益,包括撤销权及商品保修权利(有关撤销权,请参阅第6条及取消政策)。

请注意以下退货条件:

30天退款保证下的退货政策:

任何对购买的PM产品不满意的顾客,可在Fitline (M) Sdn Bhd开具发票之日起30天内退货。退货时,PM产品必须以PM产品需以已足额支付运费的包裹寄回给PM。随后,PM将就已支付的购货金额开具一张贷项通知单。促销材料和销售辅助用品不适用于满意保证。

延长退货政策 90天:

所有团队成员和消费者均可在PM-International开具发票之日起90天内退回已购买的PM产品,前提是PM产品完好无损、密封未开封且可再次销售(产品保质期必须在最佳食用日期前至少3个月),且无需提供任何理由。退货时,需将PM产品连同填写完整的有效退货收据(所有信息均需准确填写)以及已预付的包裹一起寄回PM-International。随后,PM将就已支付的购货金额开具一张贷项通知单。促销材料和销售辅助工具不适用于延长退货政策。

请务必使用我们的服务表格进行退货:[\[点击此处\]](#)

12. 保修条款

12.1. 如果您从我们的网上商店购买并收到的商品存在缺陷,您有权根据相关条款和条件要求更换和/或解除合同。

12.2. 交付商品的保修索赔时效为自商品交付之日起两年。

12.3. 如果我们在个别情况下提供了单独的保修,则该保修为上述保修的附加保修。

11. VOLUNTARY RETURN POLICY

The voluntary return policy outlined below does not affect any of your legal rights and/or entitlements including your right to withdrawal and warranty of goods. (Kindly refer to Clause 6 and Cancellation Policy for the matters relating to withdrawal).

Kindly take note of the following conditions for returns:

Return Policy under the 30-Day Money-Back Guarantee:

Any unsatisfactory purchased of the PM products can be returned within 30 days from the date of invoice issued by Fitline (M) Sdn Bhd. To do so, the PM products must be returned to PM as a sufficiently prepaid and fully prepaid package. PM will then issue a credit note for the amount of the purchase price paid. Promotional materials and sales aids are excluded from the satisfaction guarantee.

Extended Return Policy 90 Days:

Every Team Partner and every consumer can return PM products duly purchased within 90 days from the date of invoice issued by PM-International, provided that the PM Products are intact, sealed, unopened, and resalable (the shelf life of the products must have at least 3 months prior to the expiry of its best before date), without providing reasons. To do so, the PM products must be returned to PM-International with a valid completed return receipt with all details accurately inserted therein, as well as a fully prepaid package. PM will then issue a credit note for the amount of the purchase price paid. Promotional materials and sales aids are excluded from the extended return policy.

Please always use our service form for your returns: [\[Click Here\]](#)

12. WARRANTY

12.1. If the goods purchased and delivered from our online shop are defective, you are entitled, to request for replacement and/or withdraw from the contract subject to the terms and conditions governing the same.

12.2. The limitation period for warranty claims for the delivered goods is two years from the delivery of the goods.

12.3. If we have given a separate warranty in individual cases, this warranty is in addition to the abovementioned warranties.

13. 责任范围

我方应支付的任何损害赔偿、损失、成本和费用均应根据您实际遭受的损失和/或损害进行评估,我方对您以任何方式遭受的任何间接损失和/或损害概不负责。

14. 版权和使用权

所有与我方出版物相关的知识产权,包括但不限于我方网上商店正式发布的全部内容、图像、视频、音频、文本、照片和/或商标,均归我方独家所有。任何使用、改编和/或发布均须事先获得我方书面同意。

15. 有关在线争议解决的信息,请参阅《在线争议解决条例》第14(1)条;管辖权

15.1. 本通用条款受马来西亚法律管辖,并受马来西亚马来亚法院的管辖。

15.2. 我们努力友好解决因我们合同关系产生的任何争议。因此,请联系我们,以便我们共同找到解决方案。

本一般条款和条件(GTC)可能会被定期审查和更新。Fitline (M) Sdn Bhd 将在其网上商店网站上发布新版本的通用条款。

2026年3月

13. LIABILITY

Any damages, loss, cost and expenses payable by us shall be assessed based on actual loss and/or damages suffered by you and we shall not be held liable for any consequential losses and/or indirect damages duly suffered by you in any manner whatsoever.

14. COPYRIGHT AND USAGE RIGHTS

All intellectual property rights in and/or attached to all our publication including but not limited to the contents, images, videos, sounds, texts, photographs and/or marks thereof duly published on our online shop shall belongs solely and absolutely to us. Any usage, adaptation and/or publication thereof shall subject to our prior consent in writing.

15. INFORMATION ON ONLINE DISPUTE RESOLUTION IN ACCORDANCE WITH ARTICLE 14(1) OF THE ODR REGULATION; JURISDICTION

15.1. The laws of Malaysia shall govern this GTC and shall subject to the jurisdiction of the Court of Malaya in Malaysia.

15.2. We endeavor to resolve any disagreements arising from our contractual relationship amicably. Therefore, please contact us so that we can find a solution together.

These GTC may be reviewed and updated periodically. Fitline (M) Sdn Bhd will publish the new version of these GTC on the website of its Online Shop.

March 2026