

TERMS AND CONDITIONS ON BOOKING OF VISITING OFFICE APPOINTMENT

Please take note on the following terms and conditions on booking of appointment before visiting Nefful Malaysia office.

1. Appointment slots for every following month will be accessible on the 10 am stock counting day of the current month;

Appointment Type	Time Slot	Number of Visitors Allowed	Description
NETs / AGMs	1 hours per slot	Max 2 persons allowed for each appointment	Exclusive slots for NETs & AGMs
Use of Member Area	1 hours per slot		For those who need to use tables and chairs
Counter Service	Half an hours per slot	Max 2 persons allowed for each appointment	Order collection; Documents submission; Commissions collection; (No access to tables and chairs in the member area)

2. Partners who wished to do product exchange can select "Counter Service".
3. Walk-ins are not allowed, we will not be able to provide any services for walk-in visitors.;
4. Advance notice is required if partners must cancel the pre-booked appointment(s). The cut-off time for cancellation of appointment will be 12pm of the working day prior to the date of appointment.

Example for reference:

Date of Pre-Booked Appointment	Deadline to Cancel	Remarks
3 February 2021 (Wednesday)	2 February 2021 (Tuesday), 12pm	Normal days
22 February 2021 (Monday)	20 February 2021 (Saturday), 12pm	If date of appointment falls on a Monday.
14 April 2021 (Tuesday)	12 April 2021 (Monday), 12pm	If the original cut-off time falls on a public holiday, the cut-off time will be adjusted to one working day ahead.

5. Partners who do not turn up for their appointment without cancelling the appointment will be considered as no-show. The appointments pre-booked for the month by this partner will then be automatically cancelled by the Company and released for bookings.
6. To make an appointment, please click [here](#). For cancellation of appointment, please contact our Customer Service team.
7. This will enable another person who is waiting for an appointment to be scheduled in that appointment slot(s).

We seek your cooperation in this matter. Thank you for your understanding and support as we work together towards a safer and healthier environment.

19.01.2021