

## BIZTRADE.MY CUSTOMER TERMS & CONDITIONS

Version: 1.0

Last Updated: 30 June 2026

Effective Date: 1 July 2026

### LEGAL NOTICE

These Customer Terms & Conditions ("Terms") govern your access to and use of the Biztrade.my platform ("Platform").

Biztrade.my is a digital platform owned, operated and managed by Inbosz Technologies Sdn. Bhd. (Company Registration No. 201601034215), a company incorporated in Malaysia under the Companies Act 2016.

Throughout these Terms, the terms "Biztrade.my", "Company", "we", "our", and "us" refer to Inbosz Technologies Sdn. Bhd. (Company Registration No. 201601034215).

By accessing, registering for, or using the Platform, you agree to be bound by these Terms.

### 1. DEFINITIONS

For the purpose of these Terms:

Account means a registered user account on Biztrade.my.

Customer means any person who accesses, browses, registers or uses the Platform.

Merchant means a business registered on Biztrade.my that publishes vouchers, promotions or offers.

Platform means the Biztrade.my website, mobile application and related digital services.

Promotion means any campaign, discount, reward or special offer published by a Merchant.

Voucher means a digital voucher, coupon or promotional code issued through the Platform.

## 2. ACCEPTANCE OF TERMS

By using the Platform, the Customer confirms that:

they are at least eighteen (18) years old, or have obtained consent from a parent or legal guardian;

they have read and understood these Terms;

they agree to comply with all applicable laws and regulations.

If you do not agree with these Terms, you must not use the Platform.

## 3. CUSTOMER ACCOUNT

To access certain features, Customers may be required to create an account.

The Customer agrees to:

provide accurate and complete information;

keep account credentials secure;  
update personal information when necessary;  
be responsible for all activities carried out under the account.

Biztrade.my may suspend or terminate any account suspected of fraudulent or unauthorised use.

#### 4. USE OF THE PLATFORM

Customers agree to use the Platform only for lawful purposes.

Customers shall not:

create fake accounts;  
impersonate another person;  
provide false information;  
interfere with the operation or security of the Platform;  
attempt to gain unauthorised access to the Platform or other users' accounts;  
use automated tools, bots or scripts to abuse the Platform;  
engage in fraudulent voucher claims or redemptions.

#### 5. VOUCHERS & PROMOTIONS

All vouchers and promotions are offered by the respective Merchant.

Each voucher may contain specific terms, including:

expiry date;  
redemption location;  
redemption conditions;  
usage limitations;  
availability;  
exclusions.

Customers are responsible for reviewing and complying with the terms applicable to each voucher before claiming or redeeming it.

## 6. MERCHANT RESPONSIBILITY

The Customer acknowledges that:

all products and services are supplied by the Merchant;  
the Merchant is solely responsible for fulfilling vouchers;  
the Merchant determines product availability, service quality, pricing and redemption requirements.

Biztrade.my does not manufacture, sell or provide the products or services offered by Merchants.

## 7. VOUCHER REDEMPTION

A voucher must be redeemed in accordance with its published terms.

A Merchant may refuse redemption where:

the voucher has expired;  
the voucher has already been redeemed;  
the voucher has been altered, copied or fraudulently obtained;  
the redemption conditions have not been satisfied.

Biztrade.my reserves the right to cancel or invalidate vouchers obtained through fraud, abuse or technical manipulation.

## 8. CUSTOMER RESPONSIBILITIES

The Customer agrees to use the Platform responsibly and in good faith.

The Customer shall:

- a. provide accurate, complete and up-to-date information when creating an account;
- b. keep account credentials secure and confidential;
- c. comply with all voucher terms and conditions published by the Merchant;
- d. use the Platform only for lawful purposes;
- e. treat Merchants and other users respectfully.

The Customer is solely responsible for all activities carried out under their account.

## 9. PROHIBITED ACTIVITIES

The Customer shall not:

- create multiple accounts for fraudulent purposes;
- redeem vouchers using false or misleading information;
- sell, transfer or trade vouchers where prohibited by the Merchant;
- reproduce, copy or alter vouchers;
- exploit system errors or technical issues;
- use bots, scripts or automated tools to claim vouchers;
- interfere with the security or operation of the Platform;
- upload viruses, malware or harmful code;
- attempt to gain unauthorised access to the Platform or other user accounts;
- engage in any activity that may damage the reputation of Biztrade.my or its Merchants.

Biztrade.my reserves the right to investigate any suspected abuse and take appropriate action, including suspension or termination of the Customer's account.

## 10. REFUNDS & CANCELLATIONS

Unless otherwise stated by the Merchant or required by applicable law:

- vouchers are non-refundable once claimed or redeemed;
- expired vouchers shall not be refunded or extended;
- cancelled promotions are subject to the Merchant's refund or cancellation policy.

Where a Merchant cancels a promotion before redemption, any refund or compensation shall be subject to the Merchant's terms and applicable laws.

Biztrade.my acts solely as a technology platform and is not responsible for processing refunds unless otherwise expressly stated.

## 11. CUSTOMER & MERCHANT DISPUTES

Any dispute relating to:

products;

services;

voucher redemption;

quality;

pricing;

refunds;

customer service;

shall be resolved directly between the Customer and the Merchant.

Biztrade.my may, at its sole discretion, facilitate communication between the parties but is under no obligation to mediate or resolve disputes.

## 12. PLATFORM RIGHTS

Biztrade.my reserves the right to:

refuse or cancel voucher claims;  
suspend or terminate Customer accounts;  
remove vouchers or promotions;  
investigate suspected fraud;  
request identity verification where necessary;  
restrict access to certain Platform features;  
update or discontinue Platform features at any time.

These actions may be taken without prior notice where reasonably necessary to protect the Platform, Merchants or other Customers.

### 13. INTELLECTUAL PROPERTY

All software, logos, trademarks, graphics, text, databases, layouts and other intellectual property relating to Biztrade.my remain the exclusive property of Inbosz Technologies Sdn. Bhd. or its licensors.

Customers shall not:

copy;  
modify;  
reproduce;  
distribute;  
reverse engineer;  
commercially exploit;

any part of the Platform without prior written consent.

#### 14. PLATFORM AVAILABILITY

Biztrade.my provides the Platform on an "as is" and "as available" basis.

While reasonable efforts are made to ensure uninterrupted access, Biztrade.my does not guarantee that the Platform will always be:

available;

error-free;

uninterrupted;

free from technical issues or security threats.

The Platform may be temporarily unavailable due to maintenance, upgrades or unforeseen circumstances.

#### 15. DISCLAIMER

Biztrade.my is solely a technology platform connecting Customers with independent Merchants.

Biztrade.my does not:

manufacture products;

provide services offered by Merchants;

guarantee product availability;

guarantee product quality;

guarantee Merchant performance;

guarantee voucher availability.

Customers acknowledge that all products, services and promotional offers are the sole responsibility of the respective Merchant.

## 16. LIMITATION OF LIABILITY

To the fullest extent permitted by applicable law, Biztrade.my and Inbosz Technologies Sdn. Bhd. shall not be liable for:

product defects;  
poor service quality;  
inaccurate Merchant information;  
failed voucher redemption due to Merchant actions;  
loss of profits;  
loss of business opportunities;  
indirect, incidental or consequential damages;  
technical interruptions beyond reasonable control.

Nothing in these Terms excludes liability that cannot be excluded under Malaysian law.

## 17. FRAUD PREVENTION

Biztrade.my reserves the right to investigate suspected fraudulent activities including:

fake accounts;  
fake identities;

duplicate voucher claims;  
manipulation of promotional campaigns;  
abuse of referral programmes;  
exploitation of system errors.

Where fraud is reasonably suspected, Biztrade.my may suspend or terminate the Customer's account, cancel affected vouchers, and take any other action permitted by law or these Terms.

## 18. PERSONAL DATA & PRIVACY

Biztrade.my respects your privacy and is committed to protecting your personal information.

All personal information collected, processed, stored and used by Biztrade.my shall be handled in accordance with:

the Personal Data Protection Act 2010 (PDPA) of Malaysia; and  
the Biztrade.my Privacy Policy.

By using the Platform, the Customer consents to the collection, processing, storage and disclosure of personal information as described in the Privacy Policy.

## 19. ELECTRONIC ACCEPTANCE

By clicking "I Agree", "Submit", registering an account or continuing to use the Platform, the Customer acknowledges and agrees that:

these Terms are accepted electronically;  
electronic acceptance has the same legal effect as a handwritten signature;

Biztrade.my may retain electronic records of acceptance, including the date, time, account details, IP address (where available) and device information (where available), for legal and operational purposes.

## 20. SUSPENSION & TERMINATION

Biztrade.my may suspend, restrict or terminate a Customer account immediately where:

these Terms are breached;

fraudulent activities are suspected;

false information has been provided;

the Platform is used for unlawful purposes;

the Customer engages in abusive, harmful or disruptive conduct;

continued access may compromise the security, integrity or reputation of the Platform.

Termination of an account does not affect any rights or obligations that have accrued prior to the termination.

## 21. FORCE MAJEURE

Biztrade.my shall not be liable for any delay, interruption or failure in providing the Platform due to events beyond its reasonable control, including but not limited to:

natural disasters;

floods;

fires;

pandemics;

cyberattacks;

internet service failures;  
power outages;  
acts of government;  
labour disputes;  
war;  
civil unrest; or  
other force majeure events.

## 22. AMENDMENTS

Biztrade.my reserves the right to amend these Terms from time to time.

Where material changes are made, reasonable notice will be provided through the Platform, email or other appropriate communication channels.

Continued use of the Platform after the effective date of the amendments constitutes acceptance of the revised Terms.

## 23. SEVERABILITY

If any provision of these Terms is held to be invalid, illegal or unenforceable, the remaining provisions shall remain in full force and effect.

## 24. NO WAIVER

Failure by Biztrade.my to enforce any provision of these Terms shall not constitute a waiver of its rights to enforce that provision or any other provision at a later time.

## 25. ASSIGNMENT

The Customer may not assign or transfer any rights or obligations under these Terms without the prior written consent of Biztrade.my.

Biztrade.my may assign or transfer its rights and obligations to any affiliated company, successor or purchaser of its business.

## 26. GOVERNING LAW & DISPUTE RESOLUTION

These Terms shall be governed by and construed in accordance with the laws of Malaysia.

The parties shall first attempt to resolve any dispute through good faith discussions.

If the dispute cannot be resolved amicably, it shall be submitted to the exclusive jurisdiction of the Courts of Malaysia.

## 27. ENTIRE AGREEMENT

These Customer Terms & Conditions, together with the Biztrade.my Privacy Policy and any policies expressly incorporated by reference, constitute the entire agreement between the Customer and Biztrade.my regarding the use of the Platform.

They supersede all previous discussions, communications and understandings relating to the Platform.

## 28. CONTACT INFORMATION

If you have any questions regarding these Terms, please contact:

Inbosz Technologies Sdn. Bhd. (Company Registration No. 201601034215)

Website: <https://biztrade.my>

Email: [ask@inbosz.com](mailto:ask@inbosz.com)

Business Address: C2-1, Block C, Dataran Palma, Jalan Selaman 1, 68000 Ampang, Selangor.

#### CUSTOMER DECLARATION

By creating an account, claiming or redeeming a voucher, clicking "I Agree", or using the Platform, the Customer confirms that:

the Customer has read and agrees to these Customer Terms & Conditions;

all information provided is true and accurate;

the Customer agrees to use the Platform lawfully and responsibly; and

the Customer agrees to the Biztrade.my Privacy Policy.

By continuing to use the Platform, the Customer agrees to be legally bound by these Terms.