

## **STEMEY SINGAPORE SERVICE POLICY**

### **SERVICE POLICY STATEMENTS**

Following are the Service Policy Statements of Stemey (Singapore) Pte.Ltd. (Stemey Singapore). For the purpose of this Service Policy Statements, unless otherwise specified, “customers” shall mean Stemey Singapore’s distributors, prospective distributors, retail and preferred customers and prospective retail and preferred customers.

#### **1. Commitment to Service Quality Excellence**

- Stemey Singapore is a subsidiary of Stemey (Malaysia) Sdn Bhd, a company registered in Malaysia and is a direct selling company that distributes premium-quality anti-aging products in both the personal care and nutritional supplements categories.
- Stemey Singapore will continue to enhance our service quality for customers’ utmost pleasure and benefit
- Stemey Singapore will, to the best of its knowledge, ensure that the services rendered and products offered are of satisfactory quality as defined under the Sales of Goods Act S14(2) and the Consumer Protection (Fair Trading Act) and Lemon Law.

#### **2. Professional Ethics and Business Practices**

- Stemey Singapore strives to adopt fair and ethical business practices as well as accurate marketing communications at all times

#### **3. Exchange and Refund**

- Stemey Singapore offers a 7 Days (excluding Saturdays, Sundays and Public Holidays) cooling-off period to allow our customers seek full refund of payment made if they wish not to continue with the purchase of the products. Cooling-off period begins on the next working day from the date of purchase. The purchase products to be returned must be unopened and unused.
- Unless otherwise required by applicable law, Stemey Singapore will exchange products purchased directly from Stemey Singapore that were incorrectly sent, or are defective, provided that you notify Stemey Singapore within 60 days of the date of purchase. If an exchange is not feasible, Stemey Singapore may issue (i) a company credit for the amount of the exchanged products, which may be used to purchase other products, or (ii) a full refund of the purchase price.
- Under normal circumstances, all refunds will be made by cheque or will be credited into the credit card that was used for purchase of products.
- Under normal circumstances, refunds will be completed within 3 to 4 working weeks from the date of refund request.



**STEMEY**  
Singapore

#### **4. Deposit and Cancellation of Transaction**

- Stemey Singapore does not collect any deposits for products ordered and/or purchased.

#### **5. Pricing Policies**

Policy on Discounted Prices

- Stemey Singapore may, from time to time, offer discounts and other forms of promotional pricing to its customers. Stemey Singapore will inform its customers of the savings or discounts that they may enjoy during the promotion period.
- Collection of customer particulars on the sales invoices are solely for the purpose of completing sales transaction.

#### **Payment Mode**

- Stemey Singapore accepts payment made in cash, NETS and Credit Card only
- Stemey Singapore accepts payments only Singapore Dollars
- Stemey Singapore is a GST registered company

#### **Pricing Accuracy**

- Stemey Singapore is committed to avoid cases of overcharging or undercharging. To ensure accuracy in payment charge, Stemey Singapore will list the prices of all products purchased, including Goods and Services Tax (where applicable) in the sales invoices.
- Stemey Singapore will also indicate in its sales invoices, any additional charges for extra services that may be incurred by its customers.

#### **6. Delivery Services**

- Stemey Singapore provides delivery services within Singapore only.
- Delivery charge, if any, will be made known to customers before actual transactions.

#### **7. Privacy**

- Stemey Singapore respects the privacy of its customers and is committed to protecting the privacy of its customers and complying with the Personal Data Protection Act 2012 (PDPA). Stemey Singapore will use and manage the personal data which it may have collected or may be collecting from its customers in accordance with the requirements under the PDPA and other applicable privacy and data protection laws and regulations.

**STEMEY (SINGAPORE) PTE LTD (UEN: 201825724C)**

**A Member of Direct Selling Association of Singapore**

**101A Pioneer Road Singapore 639606**

## **8. Receipts**

- Stemey Singapore will issue to its customers a detailed receipt for every payment made to Stemey Singapore.

## **9. Feedback Mechanism**

- Customers may contact Stemey Singapore at any time for any concern and feedback. Stemey Singapore's feedback channels include :
  - (i) Face-to-face feedback through the Office Manager
  - (ii) Call at 69777381, from Mondays to Friday, 11am to 7pm
  - (iii) Written feedback via email to [customerservice@stemey.sg](mailto:customerservice@stemey.sg)
- Stemey Singapore will investigate and act to resolve areas of concerns within a reasonable time. Under normal circumstances, Stemey Singapore's interim response is within 48 hours. Depending on the complexity of the case, Stemey Singapore strives to resolve complaints within 21 working days. If complaint is not resolved amicably, Stemey Singapore will seek its customers' mutual consent to refer the complaint to the Consumer Association of Singapore (CASE) and or other mutually agreed mediation channels.

## **10. Marketing Communications**

- Stemey Singapore will, to the best of its knowledge, ensure that the marketing materials provided contain sufficient and accurate information on products price, products quality, and terms of sales (where applicable).

## **11. Links**

- This Service Policy Statements complements the Stemey Singapore's Policies and Procedures. In the event of any inconsistencies, the Stemey Singapore's Policies and Procedures shall apply.

## **12. Miscellaneous**

- Stemey Singapore reserves the right to change, amend, insert and/or delete any terms in this Service Policy without prior notice.

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