

# QYeasy Platform Refund Policy

*Last Updated: 19 January 2026*

## Important Notice

This Refund Policy forms an integral part of the QYeasy Platform Service Agreement (the “Master Agreement”). Terms defined in the Master Agreement shall have the same meanings in this Policy. Unless otherwise expressly provided herein, all terms and conditions of the Master Agreement remain in full force and effect. In the event of any inconsistency between this Policy and the Master Agreement, this Policy shall prevail.

Before purchasing our services, please read this Refund Policy carefully in full. Our services are provided as Software-as-a-Service (SaaS) and are delivered immediately upon activation; therefore, the refund policy is relatively strict. By making a purchase, you agree to all terms of this Policy.

## Article 1 Definitions

1.1 Service Fees: All fees paid by the user to access and use the platform services, in accordance with the Master Agreement and the fee schedule published by the platform.

1.2 Subscription Period: The continuous service period corresponding to the Service Fees paid in a single payment (e.g., monthly, quarterly, yearly).

1.3 Service Effective Date: The date on which the user completes payment and the service is successfully activated for the user’s account.

1.4 Refund Application Date: The date on which the user formally submits a complete set of refund application materials via the officially designated channel(s).

## Article 2 Overview of the Refund Policy

2.1 Basic Principle: Due to the nature of SaaS services (immediate activation and continuous service delivery during the subscription period), all paid Service Fees are, in principle, non-refundable, except for the circumstances expressly listed in Article 3 of this Policy.

2.2 Trial Period: We may provide a free trial period with limited features. If the user does not convert to a paid service after the trial ends, the account features will be automatically restricted. No refunds apply to the trial period.

## Article 3 Refundable Circumstances

A refund may be requested only under the following three circumstances:

### 3.1 Service Cannot Be Activated at All

Applicable Conditions: The user has completed payment, but due to QYeasy system reasons (not caused by the user), the service cannot be activated at all within 5 business days after successful payment.

Refund Amount: 100% full refund.

Required Evidence: Proof of payment and communication records with customer support.

### 3.2 Major and Continuous Service Failure

Applicable Conditions: Within a single subscription period, due to QYeasy platform reasons (not caused by user actions, network issues, or force majeure), the core service (e-invoicing or payroll module) is continuously unavailable for more than 72 hours.

Refund Amount: Calculated proportionally based on the affected service's unavailability time.

Formula:  $\text{Refund Amount} = (\text{Fee of the affected module for the current period} / \text{Total days in the current period}) \times \text{Number of consecutive unavailable days}$

Required Evidence: Detailed screenshots of the service unavailability, error logs, and a timeline record of the incident.

### 3.3 Early Termination of Service (Due to Our Reasons)

Applicable Conditions: QYeasy, due to its own business adjustments or other reasons, proactively terminates the service to you early in accordance with Clause 8.3 of the Master Agreement.

Refund Amount: The remaining fees for the unused service time will be calculated proportionally and refunded.

Formula:  $\text{Refund Amount} = (\text{Total fees paid} / \text{Total service days}) \times \text{Remaining days after service termination}$

## Article 4 Non-Refundable Circumstances

You understand and agree that refunds are not available under any circumstances in the following situations:

4.1 After the service becomes effective, you request a refund for reasons attributable to you (e.g., no longer needing the service, choosing the wrong plan, changes in business needs, subjective dissatisfaction while the service operates normally).

4.2 Your service is suspended or terminated due to your violation of the Master Agreement or the Acceptable Use Policy.

4.3 Your purchase decision was made without fully understanding the service features or without sufficient pre-purchase consultation/trial.

4.4 You are unable to access or use the service normally due to your own technical environment (network, device, browser, settings, etc.).

4.5 Any add-on services, custom development, or training services: once execution has started, the related fees are non-refundable.

4.6 You are unable to continue using certain features due to changes in laws, regulations, or policies (we will make reasonable efforts to assist you in adjustments).

4.7 Business Setup Services – Bank Account Opening (Non-Refundable): Where the Platform provides any bank account opening support, facilitation, coordination, referral, document preparation, booking, or application tracking (collectively, “Bank Opening Support”), you acknowledge and agree that:

4.7(a) Bank’s Sole Discretion: The final approval, onboarding decision, account type, signatory requirements, timelines, and any conditions are determined solely by the relevant bank/financial institution. We do not and cannot guarantee approval, specific timelines, or a particular outcome.

4.7(b) Bank Policies & Risk Assessment: Any rejection, delay, suspension, limitation, freezing, closure, or request for additional information arising from the bank’s internal policies, risk assessment, compliance standards, or commercial decisions shall not be attributable to QYeasy and shall not constitute any refundable circumstance.

4.7(c) Regulatory / KYC / AML Requirements: Additional due diligence, enhanced KYC/AML checks, source-of-funds/wealth verification, beneficial ownership checks, sanctions/PEP screening, or any other regulatory requirements imposed by the bank or regulators are outside our control. Outcomes based on such requirements are non-refundable.

4.7(d) Client-Provided Information & Documents: You are responsible for the completeness, accuracy, consistency, and timeliness of all information and documents provided by you or your related parties (including directors, shareholders, beneficial owners, and authorized signatories). Any adverse outcome caused by incomplete, inaccurate, inconsistent, late, or unverifiable information/documents is non-refundable.

4.7(e) Third-Party Actions & Availability: Any failure or delay caused by third parties (including banks, government/registry systems, couriers, translators, notaries, or appointment availability) is non-refundable.

4.7(f) Fees & Work Commencement: Fees paid for Bank Opening Support (including any consultation, coordination, documentation, or administrative work) are non-refundable once work has commenced, regardless of the bank's final decision. If you abandon, withdraw, or do not complete the bank's process, no refund shall be due.

4.7(g) Bank Switching & Re-Application Scope: If you request to switch to a different bank after work has commenced (e.g., due to a bank's rejection or revised requirements), we may, at our discretion, assist with an alternative bank. Such bank-switch support may require additional work and may be subject to additional fees and/or a revised scope. For the avoidance of doubt, repeated re-applications to the same bank are generally not necessary unless specifically required by the bank, and we are not obliged to submit duplicate applications to the same bank.

## Article 5 Refund Application Process

### 5.1 Application Channels

We only accept written applications submitted through the following official channels:

- Submitting a ticket via the in-platform customer support system
- Sending an email to: [billing@qyeasy.com](mailto:billing@qyeasy.com)
- Phone applications must be followed by written materials

### 5.2 Required Materials

Your refund application must include:

- Company account information: Full company name, registration number, administrator name
- Order information: Order number, screenshot of payment proof, payment date and amount
- Reason for refund: Detailed explanation of which scenario under Article 3 applies, with supporting evidence
- Receiving account: Bank account information consistent with the original payment account (if different, a letter of explanation is required)

### 5.3 Processing Timeline

- Document review: After receiving complete materials, we will complete the review within 10 business days and notify you of the result by email.
- Refund execution: After approval, the refund will be returned to your original payment account within 15 business days.
- Bank processing: The actual time for the refund to be credited may be delayed due to banks or payment institutions.

## 5.4 Account Status

Once the refund is successfully processed, the corresponding service account will be closed immediately, and all data and access rights will be cleared. Please export and back up all important data before applying for a refund.

## Article 6 Handling of Special Cases

6.1 Mid-term refund for annual subscriptions: If you purchased an annual plan and meet the refund conditions under Article 3.2 (Major Failure), refunds will only be calculated proportionally based on the actually affected module(s) and days. Refunds will not be calculated by remaining full months or quarters.

6.2 Multi-module subscriptions: If your subscription includes multiple independent modules, refunds will only be calculated for the module(s) actually affected.

6.3 Promotional orders: For orders under special offers, group buys, freebies, or other promotions, the refund amount will be calculated based on the actual amount paid under the promotion.

6.4 Business Setup Services – Bank Account Opening (Clarification): If your purchase includes Bank Opening Support, any refund request shall be assessed strictly under Article 3. For the avoidance of doubt:

6.4(a) A bank's rejection, request for enhanced due diligence, change of requirements, or extended processing time shall not be treated as a "Major and Continuous Service Failure" under Article 3.2.

6.4(b) Bank Opening Support is a facilitation/coordination service; the deliverable is the performance of agreed support activities, not a guaranteed bank account approval.

6.4(c) If a bank changes its onboarding policy or requirements after you purchase the service, we may (at our discretion) suggest alternative banks or steps, but such changes do not entitle you to a refund.

6.4(d) Bank Switching Requests: Where you request support to apply to an alternative bank after a rejection or delay, such support may be treated as additional services and may be charged separately or require a revised scope/quotation. Duplicate applications to the same bank are generally not necessary unless the bank expressly requests re-submission.

## Article 7 Policy Updates and Interpretation

7.1 We reserve the right to update this Policy based on business development and legal requirements. The updated policy will be published on the platform, and material changes will be notified to existing users by email 30 days in advance.

7.2 If you continue to use the services after the new policy takes effect, you will be deemed to have accepted the updated policy.

7.3 The final interpretation of this Policy belongs to WING HENG TECHNOLOGY SDN BHD.

7.4 This Refund Policy has the same legal effect as the Master Agreement.

## User Acknowledgement

Before clicking “Agree” or making payment, please confirm that you understand:

- I have read, understood, and accepted all terms of this Refund Policy.
- I understand the nature of SaaS services and agree that, except for the very limited circumstances expressly stated in this Policy, paid fees are non-refundable.
- I undertake to apply for a refund only under the circumstances set out in Article 3.

## If You Have Any Questions

Please consult our sales or customer support team before purchase to ensure you fully understand the service content and refund policy.

WING HENG TECHNOLOGY SDN BHD

Customer Support Email: [tax@qyeasy.com](mailto:tax@qyeasy.com)

Finance & Billing Enquiries: [tax@qyeasy.com](mailto:tax@qyeasy.com)

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This Policy is governed by the laws of Malaysia.