

Refund Policy

Last updated: October 13, 2025

Gold-Cheers Holding (M) Sdn. Bhd. ("GCHSB", "we", "our", "us") is committed to ensuring customer satisfaction and maintaining transparency in all transactions related to our software products and services. We strive to deliver reliable and high-quality software solutions to our customers. This Refund Policy outlines the conditions and procedures for refunds and cancellations.

Interpretation and Definitions

Interpretation

The words whose initial letters are capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Return and Refund Policy:

Application means the software program provided by the Company downloaded by You on any electronic device, named SenangAkaun

Company (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Gold-Cheers Holding (M) Sdn Bhd, 12-1, Jalan Seri Impian 8/1A, Bandar Seri Impian, 86000 Kluang, Johor.

Orders means a valid subscription or purchase request made by You to access Our Services.

Service refers to the **Application**, the **Website**, or both, including all related features, content, and functionality provided by the Company.

Website refers to DiGiTaL@GC, accessible from <https://goldcheers.com.my/>

You means the individual or entity accessing or using the Service, or the company or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Free Trial

All new users are entitled to a **7-day free trial** to evaluate the functionality and suitability of our service.

- Users may cancel anytime within the trial period without charge.
- Once the free trial expires, the paid subscription automatically begins, and this Refund Policy applies.

Refund Eligibility

Refunds may be granted under the following conditions:

1. The service fails to function as described due to technical issues originating from GCHSB.
2. Critical system bugs prevent normal use, and our technical team cannot resolve the problem within a reasonable period.
3. The user cancels the subscription **within one (1) month** from the date of payment.
4. Duplicate or mistaken payments were made.

Refunds will **not** be granted under these circumstances:

- The service has been actively used for more than one (1) month.
- Issues are caused by user error, misuse, or external factors (e.g. connectivity).
- The user misunderstood features that were clearly described.
- Cancellation occurs after one month of usage.

Refund Process

1. Refund requests must be submitted through our official contact page:
<https://goldcheers.com.my/contact.html>
2. The request must include:
 - Full name or company name
 - Registered email address
 - Subscription plan details (monthly or yearly)
 - Payment reference or invoice number
 - Reason for refund request
3. GCHSB will review the request and respond within **5 to 7 business days**.
4. Approved refunds will be processed via the **original payment method** within **14 business days** of approval.
5. Administrative or payment processing fees may be deducted from the refund amount.

Subscription Termination

All termination or cancellation requests must be communicated directly to GCHSB through the official contact channels.

Refunds will not apply after one (1) month of active use. However, the subscription will remain active until the current billing cycle ends.

Governing Law

This Refund Policy is governed by and construed in accordance with the **laws of Malaysia**, particularly the **Consumer Protection Act 1999**. GCHSB operates exclusively within Malaysia and does not process or provide services to users outside the country.

Contact Information

For refund requests, inquiries, or complaints, please contact:

Gold-Cheers Holding (M) Sdn. Bhd.

By email: admin@goldcheers.com.my

By visiting this page on our website: <https://goldcheers.com.my/contact.html>

By phone: +60103231773