

Terms and Conditions

Effective Date: 12 September 2024

Thank you for choosing MEF Academy. We are committed to providing high-quality publications, training courses and events. Please review our Return/Refund Policy below to understand our procedures and conditions.

1. Publications

- **Eligibility for Refunds:** Refunds for publications (books, e-books, reports, etc.) are available within 14 days of receipt. To be eligible, the publication must be returned in its original condition and packaging.
- **Non-Returnable Publications:** Digital publications (e-books, PDFs) are non-refundable once accessed or downloaded.
- **Return Process:** To request a return, contact our customer service at adminmefa@mef.org.my or +603 - 7498 7242 with your order number and reason for the return. If approved, you will receive instructions for returning the physical publication.

2. Training Courses

- **Eligibility for Refunds:** Refunds for training courses are available only for members/individuals who have self-paid for the course under the following conditions:
 - **More than 14 days before the course start date:** Full refund.
 - **7 to 14 days before the course start date:** 50% refund.
 - **Less than 7 days before the course start date:** No refund.
 - **If you are utilizing HRDC grant for the training course and you are no show on the day of training or drop out before the completion of course, MEF Academy reserves the right to bill you for the full amount of the course**
- **Cancellation by Us:** If we cancel the training course, you will receive a full refund or the option to transfer to a future course date.
- **Rescheduling:** If you need to reschedule, please contact us at adminmefa@mef.org.my or +603 - 7498 7242 at least 7 days before the course start date. Rescheduling requests are subject to availability and may incur a fee.

3. Events

- **Eligibility for Refunds:** Refunds for events (conferences, workshops, seminars, etc.) are available only for those who have self-paid for registration, under the following conditions:
 - **More than 14 days before the event date:** Full refund.
 - **7 to 14 days before the event date:** 50% refund.
 - **Less than 7 days before the event date:** No refund.
 - **If you are utilizing HRDC grant for the training course and you are no show on the day of training or drop out before the completion of course, MEF Academy reserves the right to bill you for the full amount of the course**
- **Cancellation by Us:** If we cancel the event, you will receive a full refund or the option to transfer to a future event date.
- **Transfer of Registration:** If you wish to transfer your registration to another person, please notify us at adminmefa@mef.org.my or +603 - 7498 7242 at least 7 days before the event.

4. How to Request a Refund

To request a refund or initiate a return, please contact our customer service team at adminmefa@mef.org.my or +603 - 7498 7242 with the following details:

- Order or registration number
- Item or course/event in question
- Reason for the refund/return request

5. Processing Time

Refunds are processed within 14 days of receiving your return request or cancellation notice. The refund will be issued to the original payment method used.

6. Charges

Currently, we do not charge any fees for returns and refunds. You can initiate a return or request a refund at no additional cost.

7. Contact Us

For any questions or concerns about our Return/Refund Policy, please contact us at:

- **Email:** adminmefa@mef.org.my
- **Phone:** +603 - 7498 7242

- **Address:** 3A06-3A07, Block A, Pusat Dagangan Phileo Damansara 2 46350 Petaling Jaya Selangor

We value your participation and aim to ensure a satisfactory experience with our products and services.

MEF Academy