

Terms and Conditions

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Here, at www.myonlinedoctor.asia , our approach to health restoration is by using scientific methods including blood, saliva, urine, stool test, hair mineral test and diagnostic scan. The scan, if needed, will be done in the hospital of your choice. We assume no liability or responsibility under any circumstances whatsoever for any test done in the hospital.

Because of our approach is different yet simple, we encourage you to ask questions and read more to find out how accurate is the information. We believe that you will make the right decision after considering all data. Reliance on any treatment, advice, course of treatment, diagnosis, drug and device application or other services, or products that you obtain through us is at your own risk.

The words 'we', 'us' and myonlinedoctor.asia mean www.myonlinedoctor.asia. The term 'you' and 'your' refer to affiliates, customer and public.

Please read these terms and conditions carefully before you use www.myonlinedoctor.asia website. By using this website, you willingly agree to be bound by these terms and conditions as they are now or as amended or edited from time to time and acknowledge that you have read, understood and accepted. Nevertheless, if after having read these terms and conditions, you do not agree with them, you must cease to use this site immediately.

Section 1 – Personal Information

You shall divulge accurate, true, updated details/information of your goodself when submitting of personal information through this website. You agree to promptly update your account and other information, including your email address and credit card numbers and expiration dates, in order the transactions to be completed and that you are contactable when needed.

Please COMPLETE your registration column as it is imperative that your next of kin is informed should we need to notify them in case of any emergency. Should your next of kin be uncontactable, you hereby give permission for emergency measures to be initiated by us as we deem fit in case of grave need and we will not be held liable for it.

The questionnaire attached in this file is to assist the doctor in consultation and if applies, in physical examination and diagnosis. It is important that every single space is filled in the Appendix A / myonlinedoctor.asia that comprises a total of 10 pages. Please do not leave blank any part of the Appendix A/ myonlinedoctor.asia because all information is crucial to evaluate your condition. Please let us know if you have any special condition, allergy (ies) which we should know about in case it is not mentioned in the questionnaire. This includes increased sensitivity to any type of food, drugs, or other concerns.

Your personal information including name, passport/ identity card (IC) number/ date of birth, address, or in some cases personal history will have to be disclosed to www.myonlinedoctor.asia and Naturo-Wellness Concept Sdn Bhd and its associate including

health related laboratories and compounding pharmacies,. Hence, by signing the Terms and Conditions, you have consented to disclose your personal information. Failure to do so, the medical consultation, laboratory test and compounding supplements/ treatments will be declined or simply not be carried out.

Section 2 – Laboratory Tests and Treatments/Supplements/Medications

When the blood/ urine/ hair mineral test/ saliva/ stool results are back for review, a copy of each will be given to you as we believe that you should have one for your records. You are required to acknowledge that you have received the copy of your test.

All treatment, investigation and procedures treatment that has been including laboratory test and compounding medications/ supplements and advised by www.myonlinedoctor.asia will not be accepted or carried out without prior consent and acknowledgement from you.

All of our supplements are specially sourced out to give you the best synergistic treatment. We will use as natural ingredients as possible. Should you have any history of allergy or Asthma, you may be allergic to certain fruits or vegetables that may contain in the supplements. Hence, please STOP any supplements should you have any form of reactions to it and notify us immediately at (O) +603 – 6203 0980 or (HP) 016-222 5435 or (Fax) +603 – 6203 0989 or email us at contact@myonlinedoctor.asia .

The maximum extent permitted by law, we, and our suppliers disclaim all representations and warranties express or implied, included but not limited to warranties of merchantability, fitness for a particular purpose and implied warranties arising from course of dealing or course of performance.

Limitation of liability. In no event shall we or any of our managers, employees, suppliers, affiliates, or agents be liable for any direct damages in excess of the price for the treatment product or advice. In addition, to the maximum extent permitted by law, in no event shall we or any of our managers, employees, suppliers, affiliates or agents be liable for any special punitive, indirect or consequential damages or any other damages of any kind not limited to personal injury, wrongly death, loss of uses, loss of profits, whether in any action or claim including but not limited to claims for negligence, breach of contract, or tort, or in any way connected with use of our treatment or use of any material, information or services, or products obtained through us.

Section 3 – Follow-up Consultation with or without Laboratory Test Review

Please ensure that after each session with the doctor, there is a follow-up appointment made through the www.myonlinedoctor.asia appointment system in this website. A day before your tentative date, you will receive a reminder via phone or email regarding your appointment for confirmation. If you are unable to make it, we would be grateful if you could inform us of your postponement or cancellation 24 hour before the agreed appointment day and time. Please take note that it is important to attend review sessions with the doctor.

Section 4 –Cancellation Policy

a) 24 hour Cancellation

Please note that cancellation within 24 hours of your appointment is subjected to a cancellation fee. 24 hour advanced notice will be required when cancelling an appointment. The cancellation fee is RM 30.00 (local patients) or USD 10.00 (International patients) for each session made.

b) No Shows

Anyone who either forgets or chooses to forget their appointment for whatever reason will be considered a no show. They will be charged for their missed appointment, and future service will be denied until payment is made.

c) Late Arrivals

Late arrivals will be determined on a case basis depending on the time left in the appointment. The appointment may be re-scheduled to a later date if time on the arrival is too late.

d) Declined Payments

If payment is declined, the customer will receive a call and emailed or printed invoice to be paid upon receipt and paid before another session can be booked for additional services. The customer may not be allowed to book services again.

e) Cancellation of Lab Works

We accept cancellation of lab works within 14 days from the date of purchase through www.myonlinedoctor.asia . Please make sure all lab specimen are intact, unused, unaltered and have their labels intact.

f) How Do I Return My Lab Works?

- 1) Email us a message at contact@myonlinedoctor.asia
- 2) A return form will be sent via email
- 3) Fill up the Return Form and Pack it together with your lab works items in a parcel.
- 4) Mail the above mentioned to us within 14 days from the date of receiving.
- 5) Kindly mail the return parcel to: Naturo-Wellness Concept Sdn Bhd (Attention: Accounts Department)
- 6) You will receive a store credit voucher within 7 working days from the date we receive your return parcel.
- 7) You may use your Store Credit Voucher and offset your next purchase at www.myonlinedoctor.asia
- 8) You may transfer the store credit voucher to anyone within 60 days of purchasing of the product

g) Cancellation of Products/ Supplements

All products are not returnable and refundable especially the refrigerated items. Delivery fees, if any, will not be refunded.

Section 5 – Accuracy of Billing and Account Information

a) We reserve the right to refuse any order you place with www.myonlinedoctor.asia . We may, in our prudence and circumspection, limit or cancel quantities purchased per person, per household or per order. These restrictions may include orders placed by or under the same

customer account, the same credit card, and/or orders that use the same billing and/or shipping address. In any circumstances that we make an alteration to or cancel an order, we may attempt to inform you by contacting the e-mail and/or billing address/phone number provided at the time the order was made. We reserve the right to restraint or prohibit orders that, in our sole judgment, appear to be made by dealers, resellers or distributors.

b) Please ensure that you check the price list of blood/ urine/ hair/ saliva/ stool tests and all of the therapies and supplements/ drugs offered at www.myonlinedoctor.asia and Naturo-Wellness Concept Sdn Bhd and its associates. Only if you are agreeable, should you proceed. The recommendation by the Doctor is made at her/his outmost discretion to be the best to her/his knowledge at that time. However, should you disagree; you have a choice not to follow as this is done on a voluntary basis for your health restoration. Please take note that some tests are sent overseas for analysis. However, we have no control over the procedure and we will not be responsible for errors contained nor the consequences therefor and we disclaim all warranties. Neither we nor any of our managers, employees, suppliers, affiliates or agents shall be liable for any damages of any kind for the analysis provided.

An invoice/ receipt will be provided for all purchases through www.myonlinedoctor.asia

Section 6 – Third-Party Links

Third-party links on www.myonlinedoctor.asia may direct you to third-party websites that are not affiliated with us. We are not accountable and will not have any liability or responsibility for and third-party materials or websites, or for any other materials, products, or services of third-parties. Please evaluate carefully the third-party's policies and practices and make sure you understand them before you take part in any transaction. Any complaints, claims, concerns, or questions pertaining third-party products should be addressed straight to the third-party.

Section 7 – User Comments, Feedback and Other Submissions

If, at our request, you send certain specific submissions or without a request from us you send creative ideas, recommendations, proposals, plans, or other materials, whether online, by email, by postal mail, or otherwise (collectively, „comments’), you allow that we may, at any time, without restriction, edit, copy, publish, distribute, translate and otherwise use in any medium any comments that you forward to us. We are and shall be under no obligation (1) to maintain any comments in confidence; (2) to pay compensation for any comments; or (3) to reply to any comments.

Section 8 – Eligibility

This website is unintended for persons below the age of 18. If you are below eighteen (18) years old but above thirteen (13) years old, you may access this website under the guidance and supervision of your parents or legal guardian. www.myonlinedoctor.asia will not be held accountable for any non-compliance.

Section 9 – Intellectual Property

All intellectual property rights, whether registered or unregistered, in the www.myonlinedoctor.asia, details content on the website and all the website design, including, but not limited to, text, graphics, software, photos, video, music, sound, and their preference and positioning, and all software compilations, underlying source code and software shall remain our property. All rights are reserved. Except as stated herein, none of the material may be duplicated, downloaded, presented, posted, transmitted used or reproduced in whole or part in any form or by any means for any reason unless such use is permitted in writing by www.myonlinedoctor.asia.

Section 10 – Disclaimer of Warranties: Limitation of Liability

You acknowledge and concur that the information, materials and services contained on this site are provided to you on a “as is”, and “as available” basis, www.myonlinedoctor.asia makes no guarantee, representation or warrants and expressly disclaims any responsibility and liability for any inaccuracies, errors, omissions, and typographical in the information and materials in the website. Information and materials in the website may be edited and/ or amended from time to time or without prior notice as at is the sole discretion absolute right of www.myonlinedoctor.asia. You also undertake that www.myonlinedoctor.asia, and its subsidiaries, affiliates, licensors, assignees, employees, officers and directors are not liable for damages of any kind either or indirectly, incidental, consequential or punitive damages arising or resulting from accessing the www.myonlinedoctor.asia website. The parties will not be accountable to you under any event, circumstances, reasons or any cause of actions.

Section 11 – Promotion/Advertising/Sales

You are permitted to promote and to sell www.myonlinedoctor.asia products to end consumers. You may share www.myonlinedoctor.asia 's links on your personal websites. You are strictly prohibited to display and sale of www.myonlinedoctor.asia products in retails outlets, services establishments, private properties, offices, restaurants, event halls, exhibitions, promotional booths, vehicles (including aircraft), any other public places is absolutely forbidden. You are also not allowed to sell www.myonlinedoctor.asia 's products using electronic commerce site such as Lazada, 11 Street, Mudah, Lelong and any other electronic-commerce websites.

Section 12 – Prohibited Uses

In addition to other prohibitions as set forth in the Terms and Conditions of use, you are forbidden from using the site or its content: (a) for any unlawful purpose; (b) to solicit others to perform or participate in any unlawful acts; (c) to infringe upon or violate our intellectual property rights or the intellectual property rights of others; (d) to harass, abuse, insult, harm, defame, slander, disparage, intimidate, or discriminate based on gender, sexual orientation, religion, ethnicity, race, age, national origin, or disability; (e) to submit false or misleading information; (f) to upload or transmit viruses or any other type of malicious code that will or may be used in any way that will affect the functionality or operation of the service or of any related www.myonlinedoctor.asia . other websites, or the internet; (g) to collect or track the personal information of others; (h) to spam, phish, pharm, pretext, spider, crawl, or scrape; (i) for any obscene or immoral purpose; or (j) to interfere with or circumvent the security features of the

service or any related www.myonlinedoctor.asia , other website, or the internet. We have the right to withhold and terminate your use of the services or any related website for violating any of the prohibited uses.

Section 13 – Governing Law

All relevant matters related to these Terms and Conditions of use including its interpretation shall be in accordance by the Laws of Malaysia as we operate this www.myonlinedoctor.asia from Malaysia

Section 14 – Dispute Resolution

Any controversy arising in connection with these Terms and Conditions of use or in connection with the use of www.myonlinedoctor.asia which cannot be resolved by negotiations shall be referred to mediation or to arbitration.

Section 15 - Termination

If in our sole judgment you fail, or we suspect that you have failed, to follow any term or provision of these Terms and Conditions, we also may cease this agreement at any time without notice and you will remain liable for all amounts due up to and including the date of cessation; and/ or accordingly may deny you from accessing www.myonlinedoctor.asia (or any part thereof). You may put forward your supporting evidence to appeal against our decision.

Section 16 – Personal Data Protection Act 2010 – Privacy Policy

With the enforcement of the Personal Data Protection Act 2020 (*Act*), Naturo-Wellness Concept Sdn. Bhd. platform for the virtual telemedicine www.myonlinedoctor.asia as a data user will ensure that the privacy of your personal data which you have disclosed or presently being maintained by us is protected and safeguarded.

Pursuant thereto, we wish to inform that your personal information as stated in our privacy policy in our website will be used and processed by us for the purposes of providing you our products and services and any other related services. In addition to our team value of sharing accomplishment and wellness, our corporate values include engaging customer relations management, increase consumer and patient confidence, strengthening corporate and integrity, and exercising corporate responsibilities.

As patrons of www.myonlinedoctor.asia and Naturo-Wellness Concept Sdn Bhd, you undertake, acknowledge, and agree that we may:-

- a) Gather, retain, process and use your Personal Data in accordance with our Privacy Policy as mentioned in our website at www.myonlinedoctor.asia ; and
- b) Disclose and share your Personal Data among our group of companies, authorized agents and service provider (who have agreed to keep your personal information confidential) for purposes of providing you our products and services or any other related purposes.

Provision of your Personal Data is mandatory according to Personal Data Protection Act 2020 ("Act"). If you do not provide your Personal Data to be used for the purposes as mentioned herein, it may result in you being prohibited from subscribing our products and service including medical consultation which shall not render us responsible or liable for.

You have the right to access and update or correct your Personal Data that is inaccurate or misleading, or limit the processing of your Personal Data by sending your request in writing to the address set below.

If you do not want your name and contact particulars to be used by us for the purposes of sending of marketing materials or you do not want to be contacted by us for sale and promotion of any products, please notify us in writing the following address:

Naturo-Wellness Concept Sdn Bhd

J-2-12, SOHOKL, Jalan Solaris,
Solaris Mont' Kiara, 50480 Kuala Lumpur. Malaysia
Tel: +603 – 6203 0980 Fax: +603 – 6203 0989
Or you can email to us at contact@myonlinedoctor.asia

We trust that you understand, consent and agree to the Term and Conditions in respect to our Privacy Policy. If we do not receive any response from you within (14) days from the date of this notice, you shall be deemed to have agreed our Privacy Policy (refer to our website).

ACKNOWLEDGEMENT AND CONSENT TO THESE TERMS AND CONDITIONS

By signing this document, I/ We, the undersigned hereby acknowledge receipt of this Terms and Conditions and Privacy Policy and confirm that I have read and understood and given consent for the use of my/ our personal data for the purpose specified in the Terms and Conditions and Privacy Policy. This consent supersedes any that I/ we have given previously.

Signature
Full Name:
NRIC/Passport:

Date: