



DIY LEGAL TEMPLATES CUSTOMER TERMS & CONDITIONS

1. APPLICATION

These Customer Terms & Conditions ("Terms") govern the use of the DIY Legal Templates website and the purchase, download and use of legal-document templates and related services. By creating an account, placing an order, downloading a document or otherwise using the Platform, the Customer agrees to these Terms.

2. THE PLATFORM

DIY Legal Templates operates an online platform through which customers may purchase and download legal-document templates and, where available, request customisation services from participating Partners. DIY Legal Templates is a document platform and does not, merely by making a Template available, provide legal advice to the Customer.

3. TEMPLATES

Templates are general legal-document resources intended to provide customers with a starting point for preparing their own documents.

A Template may not be suitable for every transaction, person, business or circumstance.

The Customer is responsible for reviewing the Template and ensuring that all information inserted into it is accurate and appropriate.

Where the Customer's circumstances are complex or the legal consequences are significant, the Customer should obtain independent legal advice.

4. MALAYSIAN FOCUS

The Platform is initially focused on legal-document Templates intended for use in Malaysia. Unless expressly stated otherwise, a Template must not be assumed to be suitable for another jurisdiction.

5. CUSTOMER ACCOUNT

The Customer must provide accurate information when creating an account or placing an order. The Customer is responsible for maintaining the confidentiality of account credentials and for all activity conducted through the Customer's account. The Customer must notify DIY Legal Templates if the Customer becomes aware of unauthorised access to the account.

6. PURCHASES AND PAYMENT

Prices are displayed on the Platform and may be changed from time to time. Payment must be made using the payment methods made available through the Platform. A purchase is subject to successful payment confirmation.

DIY Legal Templates may refuse or cancel a transaction where there is a reasonable basis to suspect fraud, payment abuse, pricing error or other improper activity.

7. DOWNLOADS

Following successful payment, the purchased Template will be made available for download in accordance with the Platform's technical arrangements. Customers should download and retain their purchased documents promptly. DIY Legal Templates may impose reasonable technical limitations on downloads to protect the Platform against abuse.

8. CUSTOMER LICENCE

Unless otherwise stated, a purchased Template is licensed to the purchasing Customer for the Customer's own legitimate use.

The Customer may edit the Template for the Customer's own purposes.

The Customer must not:

- a. resell the Template;
- b. redistribute the Template;
- c. publish or upload the Template;
- d. reproduce the Template as part of another document library or template service;
- e. commercially exploit the Template as a template; or
- f. represent the Partner's Template as the Customer's own work.

9. COPYRIGHT

Copyright and other intellectual-property rights in Templates remain with the respective Partners unless otherwise stated. Purchase of a Template does not transfer ownership of the underlying copyright to the Customer.

10. CUSTOMISATION SERVICES

- ❖ Where available, a Customer may request customisation of a Template through the Platform.
- ❖ The relevant Partner may accept or decline a request.
- ❖ Where a Partner accepts a request, the Partner may provide a quotation through the Platform.
- ❖ Payment for Customisation Services must be made through the Platform.
- ❖ The Partner remains responsible for professional services personally undertaken by the Partner.

11. COMMUNICATION WITH PARTNERS

- ❖ Where the Platform provides messaging facilities, communications between Customers and Partners relating to Templates or Customisation Services should take place through the Platform.
- ❖ Customers must not deliberately use the Platform to arrange off-platform payment or otherwise circumvent the Platform's transaction process.
- ❖ DIY Legal Templates may restrict or monitor communications for security, fraud prevention and anti-circumvention purposes, subject to applicable law.

12. REFUNDS

- ❖ Refunds are subject to the refund terms displayed on the Platform and the circumstances of the particular transaction.
- ❖ Where a transaction is refunded, access to the relevant digital product or service may be withdrawn where technically and legally appropriate.
- ❖ Nothing in these Terms excludes any right or remedy that cannot lawfully be excluded.

13. NO GUARANTEE OF LEGAL OUTCOME

DIY Legal Templates does not guarantee that the use of any Template will produce a particular legal, commercial, financial or other outcome. The Customer remains responsible for determining whether a Template meets the Customer's requirements.

14. INDEPENDENT PARTNERS

Some Templates and Customisation Services are supplied by independent Partners. Partners are responsible for the legal content of their Templates and for professional services personally provided by them. DIY Legal Templates does not become the Customer's lawyer merely because a Partner's Template is distributed through the Platform.

15. PLATFORM AVAILABILITY

DIY Legal Templates will use reasonable efforts to maintain the availability of the Platform but does not guarantee uninterrupted or error-free operation. Temporary interruptions may occur because of maintenance, technical failures, payment-provider issues or circumstances beyond reasonable control.

16. PROHIBITED USE

The Customer must not use the Platform for:

- a. unlawful purposes;
- b. fraud or attempted fraud;
- c. infringement of intellectual-property rights;
- d. unauthorised redistribution of Templates;
- e. attempts to circumvent Platform payment arrangements; or
- f. attempts to compromise, interfere with or damage the Platform or another user's account.

17. LIMITATION OF LIABILITY

To the maximum extent permitted by Malaysian law, DIY Legal Templates shall not be liable for indirect or consequential loss arising from the Customer's use of a Template or temporary unavailability of the Platform.

Nothing in these Terms excludes liability that cannot lawfully be excluded.

18. PRIVACY

Personal data is handled in accordance with the DIY Legal Templates Privacy Notice.

19. CHANGES TO THESE TERMS

DIY Legal Templates may amend these Terms from time to time.

The current version published on the Platform will apply to future use and purchases, subject to applicable law.

20. GOVERNING LAW

These Terms are governed by the laws of Malaysia. The parties submit to the jurisdiction of the courts of Malaysia.