

Roczen Universal

TERMS AND CONDITIONS

Effective Date: 7 August 2025

Please read these Terms and Conditions ("Terms", "Terms of Service") carefully before using the Roczen Universal website (the "Service") operated by Reset Health Malaysia Sdn. Bhd. ("us", "we", "our").

Your access to and use of the Service is conditioned upon your acceptance of and compliance with these Terms. These Terms apply to all visitors, users, and others who wish to access or use the Service.

By accessing or using the Service, you agree to be bound by these Terms. If you disagree with any part of the terms, then you do not have permission to access the Service.

1. Definitions

- **Service:** Refers to the website Roczen Universal and any associated features, content, or services provided by Reset Health Malaysia Sdn. Bhd.
- **User/You/Your:** Refers to any individual accessing or using the Service.
- **Company/We/Us/Our:** Refers to Reset Health Malaysia Sdn. Bhd., a company registered under the laws of Malaysia with its registered address at Suite 8.8, 8th Floor, Heritage House 33, Jalan Yap Ah Shak 50300 Kuala Lumpur.
- **Content:** Refers to any text, images, graphics, audio, video, software, data compilations, and any other form of information capable of being stored in a computer that appears on or forms part of this Website.
- **Personal Data:** Means any information in our possession or control that relates directly or indirectly to an individual to the extent that the individual can be identified or are identifiable from that and other information in our possession, such as name, address, telephone number, identification/passport number, as defined under the Personal Data Protection Act 2010 (PDPA) of Malaysia.
- **Sensitive Personal Data:** As defined under the PDPA, includes information pertaining to the physical or mental health or condition of a data subject, religious beliefs, political opinions, the commission or alleged commission of any offence, or biometric data.

2. User Obligations and Conduct

By using our Service, you agree to:

- Use the Service only for lawful purposes and in a manner that does not infringe the rights of, or restrict or inhibit the use and enjoyment of the Service by any third party.
- Comply with all applicable Malaysian laws and regulations.
- Not engage in any activity that could damage, disable, overburden, or impair the Service or interfere with any other party's use and enjoyment of the Service.

- Not attempt to gain unauthorized access to any portion or feature of the Service, or any other systems or networks connected to the Service, by hacking, password "mining," or any other illegitimate means.
- Not upload, post, transmit, or otherwise make available any content that is unlawful, harmful, threatening, abusive, harassing, tortious, defamatory, vulgar, obscene, libellous, invasive of another's privacy, hateful, or racially, ethnically, or otherwise objectionable.
- Not impersonate any person or entity, or falsely state or otherwise misrepresent your affiliation with a person or entity.
- If you create an account, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer or device. You agree to accept responsibility for all activities that occur under your account or password.

3. Intellectual Property Rights

- The Service and its original content (excluding content provided by users), features, and functionality are and will remain the exclusive property of Reset Health Malaysia Sdn. Bhd. and its licensors.
- The Service is protected by copyright, trademark, and other laws of both Malaysia and foreign countries.
- Our trademarks and trade dress may not be used in connection with any product or service without the prior written consent of Reset Health Malaysia Sdn. Bhd.
- You may not reproduce, duplicate, copy, sell, resell, or exploit any portion of the Service or the Content for any commercial purpose without our express written permission.
- If you submit any content to our Service (e.g., comments, reviews, forum posts), you grant us a non-exclusive, worldwide, royalty-free, perpetual, irrevocable, and fully sublicensable right to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, and display such content throughout the world in any media, unless otherwise explicitly stated. You represent and warrant that you own or otherwise control all of the rights to the content that you post; that the content is accurate; that use of the content you supply does not violate this policy and will not cause injury to any person or entity.

4. Disclaimer of Warranties

- Your use of the Service is at your sole risk. The Service is provided on an "AS IS" and "AS AVAILABLE" basis. The Service is provided without warranties of any kind, whether express or implied, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, non-infringement, or course of performance.
- Reset Health Malaysia Sdn. Bhd. its subsidiaries, affiliates, and its licensors do not warrant that:

- a. the Service will function uninterrupted, secure, or available at any particular time or location;
- b. any errors or defects will be corrected;
- c. the Service is free of viruses or other harmful components; or
- d. the results of using the Service will meet your requirements.

5. Limitation of Liability

In no event shall Reset Health Malaysia Sdn. Bhd., nor its directors, employees, partners, agents, suppliers, or affiliates, be liable for any indirect, incidental, special, consequential, or punitive damages, including without limitation, loss of profits, data, use, goodwill, or other intangible losses, resulting from:

- i. your access to or use of or inability to access or use the Service;
- ii. any conduct or content of any third party on the Service;
- iii. any content obtained from the Service; and
- iv. unauthorized access, use or alteration of your transmissions or content, whether based on warranty, contract, tort (including negligence), or any other legal theory, whether or not we have been informed of the possibility of such damage, and even if a remedy set forth herein is found to have failed of its essential purpose.

6. Third-Party Links

Our Service may contain links to third-party websites or services that are not owned or controlled by Reset Health Malaysia Sdn. Bhd.

Reset Health Malaysia Sdn. Bhd. has no control over and assumes no responsibility for the content, privacy policies, or practices of any third-party websites or services. We do not warrant the offerings of any of these entities/individuals or their websites.

You acknowledge and agree that Reset Health Malaysia Sdn. Bhd. shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the use of or reliance on any such content, goods, or services available on or through any such third-party websites or services.

We strongly advise you to read the terms and conditions and privacy policies of any third-party websites or services that you visit.

7. Termination and Suspension

We may terminate or suspend your access to the Service immediately, without prior notice or liability, for any reason whatsoever, including without limitation if you breach the Terms.

All provisions of the Terms which by their nature should survive termination shall survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity, and limitations of liability.

8. Indemnification

You agree to defend, indemnify, and hold harmless Reset Health Malaysia Sdn. Bhd. and its licensee and licensors, and their employees, contractors, agents, officers, and directors, from and against any and all claims, damages, obligations, losses, liabilities, costs, or debt, and expenses (including but not limited to attorney's fees), resulting from or arising out of:

- a. your use and access of the Service, by you or any person using your account and password; or
- b. a breach of these Terms.

9. Governing Law and Dispute Resolution

These Terms shall be governed and construed in accordance with the laws of **Malaysia**, without regard to its conflict of law provisions.

Any dispute arising out of or in connection with these Terms, including any question regarding its existence, validity, or termination, shall be referred to and finally resolved by the Courts of Malaysia.

10. Changes to Terms

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. If a revision is material, we will provide at least 15 days' notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

By continuing to access or use our Service after any revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, you are no longer authorized to use the Service.

11. Severability

If any provision of these Terms is held to be invalid or unenforceable by a court, the remaining provisions of these Terms will remain in effect.

12. Entire Agreement

These Terms constitute the entire agreement between us regarding our Service and supersede and replace any prior agreements we might have had between us regarding the Service.

13. Contact Information

If you have any questions about these Terms, please contact us:

- By email: universal.my@roczen.com
- By mail: Reset Health (M) Sdn. Bhd, Suite 8.8, 8th Floor, Heritage House 33, Jalan Yap Ah Shak 50300 Kuala Lumpur