MEDTECH HEALTHCARE SDN BHD (SSM No. 202101027105)
No. 15, Jalan Niaga Bestari 7, Puncak Bestari, 42300 Puncak Alam, Selangor
Tel: 018-664 2503 / 013-566 2501 | Email: medtech.healthcare.my@gmail.com

ACCOUNT APPLICATION TERMS AND CONDITIONS

Customer account, ordering, credit control, delivery and collection framework

Company	MEDTECH HEALTHCARE SDN BHD (SSM No. 202101027105)
Effective date	July 2026
Prepared for	Medtech customer account onboarding and account governance

Policy principle: Medtech supports reliable customers with clear account access and 30-day credit where approved. Credit is a business support privilege, not an automatic entitlement.

1. Account Registration and Eligibility

- The applicant must complete the account application accurately and submit all required supporting documents before an account is activated.
- An account is opened only after Medtech Healthcare Sdn Bhd (the Company) verifies the submitted documents and approves the application.
- The applicant confirms that all information provided is true and accurate and shall promptly notify the Company in writing of any change in business name, ownership, address, contact details, authorised purchaser, licence status, TIN or e-invoice details.
- The Company may reject, suspend or close any account where information is incomplete, inaccurate, outdated or not aligned with internal compliance requirements.

2. Required Documents

Applicant Type	Minimum Documents Required
Sole Proprietor / Enterprise	SSM business profile, owner IC copy, business address, TIN / e-invoice details and relevant clinic / practice / premise licence where applicable.
Partnership	SSM registration, IC copies of partners, partner authorisation, TIN / e-invoice details and relevant licence where applicable.
Sdn Bhd / Private Limited	SSM company profile, Section 14 / 17 or equivalent company details, director / authorised signatory IC copy, TIN / e-invoice details, company stamp and relevant licence where applicable.
Clinic / Medical Practitioner	Business registration, practitioner IC, MMC details and clinic operating licence where applicable.
Pharmacy / Healthcare Buyer	Business registration, premise licence, pharmacist / responsible person details and any product-specific licence where applicable.

3. Account Activation and Account Status

- New accounts are activated as Cash Before Delivery (CBD) accounts unless and until written credit approval is issued by the Company.
- The first three (3) orders shall be on CBD basis unless waived in writing by management.
- Credit may be considered from the fourth (4th) order onward, subject to payment track record, document completeness, product category risk and management approval.
- Account status may be classified as New / CBD, Starter Credit, Growth Account, Strategic Account, Watchlist or Frozen.

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Status	Meaning	Default Action
New / CBD	New customer or customer without approved credit.	Payment before order release / delivery.
Starter Credit	Customer with initial approval and clean CBD track record.	Credit limit stated in approval letter, commonly up to RM10,000.
Growth Account	Customer with clean payment record and higher repeat volume.	Higher credit limit may be considered after review.
Strategic Account	Approved high-value account with management oversight.	Custom limit only with written approval and periodic review.
Watchlist	Customer with repeated late payment, dispute pattern or risk signals.	Reduced credit, partial payment or CBD.
Frozen	Customer with overdue invoice, over-limit exposure or unresolved risk.	No new credit release until resolved.

4. Payment Terms and Credit Privilege

- CBD orders must be fully paid before delivery, self-pickup, courier release or stock reservation unless management approves otherwise in writing.
- Approved credit accounts must pay within thirty (30) days from invoice date unless a different written term is stated in the Credit Approval Letter.
- Credit limit and payment term are not permanent. The Company may review, reduce, suspend or withdraw credit at any time based on account behaviour and business risk.
- Certain products may remain CBD regardless of account status, including cold-chain, high-value, controlled, short-supply, clearance, special-order or other products notified by the Company.
- No order may be released on credit if the customer has overdue invoices or if the new order would exceed the approved credit limit, unless written management approval is obtained.

5. Credit Limit, Overdue and Stop-Supply Rule

Stop-supply rule: If any invoice is overdue or the account exceeds its credit limit, the Company may suspend further supply and/or revert the account to CBD until the overdue amount is fully settled and the account is reviewed.

- The approved credit limit is the maximum outstanding exposure allowed at any one time, inclusive of unpaid invoices, released orders and any pending order awaiting payment.
- If payment remains outstanding more than seven (7) days after due date, the account may be frozen and no further credit order shall be released.
- Repeated late payment may result in reduced limit, shorter payment terms, full CBD status or account termination.
- Any management exception must be recorded in writing and retained with the customer account record.

6. Ordering and Authorised Purchasers

- Orders may be accepted through the Company official channels, including Customer Support, WhatsApp, Smart Catalogue, ERP-supported order pathway or approved sales representatives.
- The customer shall nominate authorised purchasers / PICs. The Company may require confirmation before processing orders from unknown or unauthorised persons.
- Prices, stock availability, batch, expiry, delivery mode and order acceptance remain subject to final confirmation by the Company.
- The Company may limit quantities, allocate stock, substitute only with customer consent or decline orders where product, supply or account risk exists.

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7. Invoice, Delivery and Proof of Delivery

- The invoice date shall be the reference date for payment due date unless stated otherwise.
- A Delivery Order, courier record, signed acknowledgement, digital proof of delivery, WhatsApp confirmation, tracking confirmation or other delivery evidence may be used as proof that goods have been released or delivered.
- Risk in the goods passes to the customer upon delivery, self-pickup, handover to courier or other confirmed release method.
- For cold-chain deliveries, the customer must be contactable and ready to receive within the agreed delivery window.

8. Delivery Terms

Delivery Mode	Typical Arrangement
Postage / courier	Rate as notified by the Company. Delivery timing depends on courier service and destination.
Same-day / Lalamove	Subject to availability, confirmation cut-off, customer location and third-party rider availability.
In-house delivery	Subject to route, capacity, batching and confirmed delivery schedule.
Cold-chain delivery	Subject to product suitability, packaging requirement, cold-chain fee and customer receiving readiness.
Self-pickup	Only within approved pickup window and after payment / credit release approval.

9. Payment Instructions and Payment Allocation

- Payment shall be made to MEDTECH HEALTHCARE SDN BHD - Maybank 566010653152.
- Payment reference should state Ref 1 - Clinic / Company Name and Ref 2 - Invoice Number(s).
- Payment slip must be shared with the Company once payment is made.
- Where payment reference is incomplete or unclear, the Company may allocate payment to the oldest outstanding invoice first unless otherwise confirmed by Finance.
- Bank charges, transfer charges and remittance shortfalls are the responsibility of the customer unless agreed otherwise in writing.

10. Disputes, Returns, Claims and Shortage

- All goods sold are non-returnable and non-exchangeable once received, except where the Company approves a claim in writing.
- Any discrepancy, shortage, damage, wrong item, wrong quantity, delivery issue or product concern must be reported within twenty-four (24) hours of receipt with photo / video evidence and relevant invoice / delivery order reference.
- Any dispute on pricing, invoicing, credit note or account statement must be raised within seven (7) days from invoice date.
- The customer must pay undisputed amounts on time even where part of an invoice is under review.
- Returned goods, where approved, must be unopened, unused, in original condition and suitable for resale, subject to product-specific rules and regulatory requirements.

11. Title and Risk

- Ownership / title to goods remains with the Company until full payment for those goods is received.
- Risk passes to the customer upon delivery, self-pickup, courier handover or other confirmed release of the goods.
- Retention of title does not limit the customer obligation to pay the full invoice amount within the agreed payment term.

12. Late Payment, Collection and Recovery Cost

- The Company may issue payment reminders before and after due date and may require Statement of Account confirmation from the customer.
- Overdue accounts may be frozen, reduced, placed on CBD, referred to management or escalated for collection / legal review.
- Subject to legal review and written agreement, the Company may recover reasonable administrative, financing, collection and legal costs incurred in relation to overdue amounts.
- Any acceptance of late payment on one occasion does not waive the Company right to enforce payment terms strictly in future.

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13. E-Invoice, Tax and Customer Data

- The customer shall provide accurate TIN, taxpayer name, registered address and any information required for LHDN e-invoice / MyInvois purposes.
- The customer consents to the Company collecting, storing, processing and using account information, contact information, owner / director / authorised representative data, payment data and transaction data for account administration, credit assessment, order fulfilment, payment collection, legal recovery, tax, audit and compliance purposes, in accordance with the Personal Data Protection Act 2010 where applicable.
- The customer shall promptly notify the Company of any change in personal data, company data, licence, tax or e-invoice information.

14. Variation, Suspension and Termination

- The Company may vary product pricing, delivery fees, payment terms, credit terms, credit limits or account conditions from time to time.
- The Company may suspend or terminate an account due to non-payment, repeated late payment, suspected fraud, regulatory concern, incomplete documents, inactive account, abusive communication, product misuse or any other commercial risk.
- Any account reactivation shall be subject to document update, payment clearance and management approval.

15. Governing Law

- These Terms and Conditions are governed by the laws of Malaysia.
- Any legal enforcement pathway, including guarantee enforcement, letter of demand, statutory demand or court action, shall be subject to management approval and legal advice.

16. Applicant Acknowledgement

I / We confirm that I / we have read, understood and agree to be bound by the above Account Application Terms and Conditions.

Field	Details
Registered Company / Clinic Name	
SSM No. / Registration No.	
TIN / Taxpayer Name	
Authorised Signatory Name	
NRIC / Passport No.	
Designation	Owner / Partner / Director / Authorised Representative
Date	
Signature and Company Stamp	