

TERMS AND CONDITIONS

All Crescent equipment can be purchased online. Orders can also be made by telephone, via e-mail, or by post.

Online prices are quoted in Dollar (USD) and includes all government sercharge taxes at the standard rate. It may be necessary to adjust the prices in the event of a change in GST rates. In this case, a customer would be entitled to a full refund, if the change is not acceptable. GST registered customers, holding a valid GST number (at the address where the goods will be delivered), should advise us of their GST number at the time the order is placed (if they wish to make a GST free order).

1. PAYMENT

We accept most direct Bank transfers.

Please Note - We no longer accept cheques as a payment method.

Payments are taken once the order has been confirmed and we aim to despatch all orders as soon as the payment has cleared. Orders placed online (Monday-Friday) before 2pm, will be despatched 'Same Day', unless stated otherwise in the product description. Online orders placed after 2pm on Friday (and before 2pm on Monday) will be despatched on Monday, again, unless stated otherwise in the product description.

Due to the automation of some sections of the webshop, a product may become unavailable before an online order is placed but the order may still be confirmed. In this case, the customer will be contacted and the order will be fully refunded during the next working day.

2. GUARANTEE

All Crsecent products are guaranteed for a period, from the date of purchase, covering manufacturing defects or failure clauses.

The guarantee does not extend to any damage caused by normal or misuse, neglect or accidental damage. In addition, this guarantee will become invalid if the goods have been subjected to alteration or modification, from their original design.

Crescent recommends that you DO NOT attempt to undertake a repair to any equipment, unless you are suitably qualified and competent to do so. Please note - A repair attempt made by an unqualified person will void the warranty on any equipment. Please contact us first, if you need assistance with any purchase.

3. CLAIMS

In the unlikely event that goods are 'lost in transit', this must be reported to us by e-mail or telephone as soon as possible. In the unlikely

event that goods are received 'damaged in transit', this must be reported to us within 24 hours of delivery, by e-mail or telephone and the goods/packaging must be retained for inspection.

Non-Delivery - For Malaysian mainland orders, we aim to deliver all orders (placed before 2pm) the very next day but please allow up to 3 working days, as this is dependent on your geographical location, within the Malaysia. For orders delivered outside of the Malaysian mainland, we aim to deliver all orders within 3 working days, from the date of despatch but please allow up to 7 working days (from the date of despatch) as this will depend on your location within your particular country.

For unwanted products or warranty claims, please see our 'Refunds and Returns' section.

4. REFUNDS

Refunds will only be considered for those customers that have purchased products directly from Crescent. In addition, we can only accept goods back for refund consideration that are complete, unused and in 'as new' condition (i.e. re-saleable). Goods must be returned to their original packaging, complete with any accessories (as received) and returned at the customers expense, along with a valid purchase receipt.

Cash refunds strictly apply to cash purchases only and the original till receipt must also be supplied, as proof of purchase.

Please Note - The above conditions do not affect your statutory rights.