



MM-BIOTECHNOLOGY  
EST. 2004  
1298718-A

# MM BIOTECHNOLOGY SDN BHD 201801036688

(1298718-A)

NO 4, JALAN PERSIARAN MAJU CEMERLANG, TAMAN PERINDUSTRIAN MAJU CEMERLANG,  
81800 ULU TIRAM, JOHOR, MALAYSIA. TEL/FAX: 07-859 0234 Email:  
mmcosmetic@hotmail.com

## ABOUT MM COSMETIC

MM COSMETIC SDN BHD firmly believes in philosophy of "Quality creates the future". Making dreams, round your dreams, begin with our factory. As a small and medium-sized manufacturing R&D company in Malaysia, system and standardization are very important. In the process of internal rectification, we did a work inventory and analysis SOP, thus effectively adjusted the company's organization structural and added dozens of team members.

We are also persuading a continuation on being a company with a sense of responsibility and ethics, constantly innovating, constantly changing, so that we will not be eliminated by other competitor in the market! Focus on direction to the future, look around the Belt and Road, South East Asia, Indonesia, Saudi Arabia and Halal Market. We urge to maintain the team's spirit of mutual love, bring together the innovation to achieve the harmonious unity of corporate value and personal value and achieve a win-win situation between the company, employees and customers.

## TRUSTED SINCE 2004

**2004-** MM Cosmetic was distributor of "Mask.

**2006-** MM successfully transformed into a trader and began to import a wide range of skin care products from various countries to major beauty salons, hotel, spas, pyramid schemes and listed companies.

**2011-** MM set up a small OEM-ODM factory to tailor its own brand for one-stop service for customers, helping each customer realize their dreams, achieve themselves and develop new sales business.

**2016-** After 12 years of experience, MM has found that the "micro-business" e-commerce B2C and Facebook network propaganda model that has been operating after 80/90 has officially risen. It can be used for business anywhere in 24 hours. The market is very large.

**2018-** MM has been preparing for 2 years, invested heavily to build a global automation research laboratory and production center with GMP and Halal, hopes to lead the maintenance products industry to a higher level, so that MM's vast customer base is more confident and competitive with the market.

**2019-** Best of the Best of all, MM strive to be a national pride as we continue to grow and expand onto an International platform which is ecommerce. Everyone can grab their favourite cosmetic and skin care product in our website. Here at MM, everyone can count on us for your life's supply of the best cosmetic or skin care products.



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## PATENT CERTIFICATE

MM Cosmetic not only has unparalleled professionalism in raw material quality and service spirit, but also becomes a beautiful dream workshop with scale and influence in the heart of people from all walks of life. The development history of MM Cosmetic has won the attention of international peers for more than 10 years, and has obtained many patent certificates with professional high quality.

## QUALIFICATION CERTIFICATION

MM Cosmetic's product reputation and professionalism is not just in the text, but has a number of internationally recognized global advanced equipment - Malaysia GMP, Ecocert certified, Halal Certified, ISO9001 Certified and JKKP certified, only for product quality.





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## SHIPPING POLICY

Currently, we only provide shipping to Singapore and Malaysia.  
Customer from Malaysia and Singapore can make purchases through our Malaysia official website [www.mmcosmetic.com.my](http://www.mmcosmetic.com.my)

## DELIVERY FEES

We deliver across Malaysia and Singapore. The shipping fee rate are as follows:

Peninsular Malaysia: First kg is RM10, next kg is RM2  
Sabah & Sarawak: First 1kg is RM18, next 1kg is RM5  
Singapore: First 1kg is RM50, next kg is RM25

Please note that is no minimum order for shipping fee. MM shipping fee is fully counted on product weight and product weight is shown on displayed product details. The shipping fee will be calculated automatic by website upon customer confirm order.

## ADDITIONAL INFORMATION FOR SHIPPING

- Our website do provide shipment tracer to make it convenient for customer who wish to check their parcel delivery schedule.
- Kindly ensure customer shipping address is accurate as we don't allow amendments after customer order number is generated.
- Our courier service provider is Ninjavan.
- In the case that customer purchased item is damaged, we will cancel the item and proceed for refund(refer to the return policy).

MM COMETIC SDN BHD

4, Jalan Persiaran Maju Cemerlang, Taman Perindustrian Maju Cemerlang, 81800 Ulu Tiram, Johor, Malaysia.

Please contact 07-8590234 or our customer services  
[mmcosmetic.customerservice@gmail.com](mailto:mmcosmetic.customerservice@gmail.com) for further information and please provide your order details.



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## **DELIVERY TIME**

We try our best to prepare customer orders, and send them out as soon as we can. Our parcel collections is following with Ninjavan during normal working hours (Weekdays). Our standard delivery hour is from 8.30am-5.30pm. We hope our parcels to arrive on time if parcels delays beyond our control and we will help to our best availability.

Office Hours are from Monday to Friday 8.30am-6.30pm, excluding Public Holidays.

## **PEAK PERIODS**

There may be some delay in shipping during peak periods especially promotion event release. Please bear with us as we could not fulfill the usual delivery promise by sending out on the next day due to large volume of orders, transaction and availability issues.

For more details or inquiries on shipping issues, please contact us at 07-8590234 or [mmcosmetic.customerservice@gmail.com](mailto:mmcosmetic.customerservice@gmail.com)

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## **RETURN POLICY**

In the case that you are not satisfied with your purchase (e.g. damaged during shipment, wrong item/type/shade/etc), kindly inform our Customer Service department before returning the item and the department will go through for return procedures.

- Product return request must be made within 7 working days from date received.
- Damaged items must be returned together with their original box and receipt.

Kindly inform our Customer Service department before returning the item otherwise the request will not be processed. Please provide the return parcel tracking number for all items.

## **REFUND OR EXCHANGE NEW ITEM**

Please allow a minimum of seven working days from the date we receive customer return package and we will arrange to exchange new item for customer. The customer can choose to have a refund to a bank account. Refund will base on customer actual paid - Final payment to refund.

## **POSTAGE CHARGES FOR RETURN**

The customers would have to bear the postage fees for shipping item(s) back to us during the return process. Please allow 14 working days for this process to be completed. For more information, kindly email to [mmcosmetic.customerservice@gmail.com](mailto:mmcosmetic.customerservice@gmail.com)

## **RETURN PURCHASE**

Customer can contact us at 07-8590234 or inquiry to [mmcosmetic.customerservice@gmail.com](mailto:mmcosmetic.customerservice@gmail.com) with the subject "Return Item". We will assist you as soon as possible.

Please e-mail us a Refund Application Form in the following format:

Name: MM Cosmetic Account Username  
Register email:  
Address:  
Contact No.: Telephone / Mobile Order  
No.:  
Product Name:  
Receive Date:  
Return Date:



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Reason: (For feedback purposes)

Bank account details (Full name/bank account number/bank name/I/C No.)



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Two working days for customer inquiry to be processed. To make the process run smoother and faster, do email your inquiry with picture(s) of your item(s) & its condition and your order details for record purpose.

### **NEED MORE INFORMATION TO CONTACT**

Customer can contact our customer service at 07-8590234 or email your inquiry to [mmcosmetic.customerservice@gmail.com](mailto:mmcosmetic.customerservice@gmail.com). Our customer service will contact you during working days and hours.



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## **MEMBERSHIP**

Customer will need to request for login to a member before purchase. The customer can login as a member sign up as well as via Facebook sign in. Customer is the only one who can login by their password. Customer details will not be share to third party include personal and payment details for privacy protection.

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## **PRIVACY POLICY**

At MM Cosmetic, we take customer privacy as a priority. Please refer this Statement of Privacy to be more aware about our policy on collecting, using and disclosing personal information. MM occasionally update this Statement of Privacy to reflect company and user's feedback. We encourage customer to review this Statement periodically to be informed of how we are protecting customer personal information.

## **PRIVACY STATEMENT**

MM Cosmetic treats personal information, such as customer name, email address or telephone number or other details especially bank details as confidential. We promise customer personal information will not be disclosed to any third parties. We will not use or sell customer personal information to third party unless:

- Users agreed to share with third party
- Users make known to public of their personal information voluntarily and willingly in order to enjoy products or services
- Violation of MM Cosmetic Terms of Use or as otherwise required by the law

MM Cosmetic may use customer contact information to send newsletters and other product / service information that the customer may be interested in. If the customer no longer wish to receive our emails, the customer can opt out at any time by clicking the "Unsubscribe" link.

If the customer have questions about our Privacy Policy, please contact us at:





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4, Jalan Persiaran Maju Cemerlang, Taman Perindustrian Maju Cemerlang, 81800 Ulu Tiram,  
Johor, Malaysia.

Phone: 07-8590234

Email: mmcosmetic.customerservice@gmail.com

Office Hours: Monday-Friday 8.30am-6.30pm (Except public holiday)

## **TERMS**

By using this site and providing information as a registered user, customers are in agreement with our privacy policy. We are not responsible for the breach of our privacy statement or other contents on websites outside the MM Cosmetic domain name.

## **INSTRUCTIONS FOR USE**

MM Cosmetic is committed to protect the security of customer personal information. We use password set up by users to help protecting customer personal information from unauthorized access, use and/or disclosure. The users are fully responsible for protecting their password. If users are using public computer, please logout before leaving to prevent disclosure of personal information.

## **WEBSITE FIREWALL**

Our website is using best firewall to protect network security device that monitors incoming and outgoing network traffic and decides whether to allow or block specific traffic based on a defined set of security rules to ensure our website security also protect customer personal information. Apart of that our server co-location in AIMS, Cyberjaya Data center which experts with a reputation built on reliability in service delivery. AIMS strives to be a leading provider of premium carrierneutral data centre and managed best services across Southeast Asia.

We ensure that our website security with highest protection so our network security team will go through network checking procedure every day to make sure our website is performing well with highest secure protection.



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## **USER TERM**

Welcome to our website. If user continue to browse and use this website, users are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern MM Cosmetic relationship with user in relation to this website.

The term 'MM Cosmetic' or 'us' or 'we' refers to the owner of the website. The term 'user' or 'you' or 'customer' refers to the user or viewer of our website.

The use of this website is subjected to the following terms of use:

- The content of the pages of this website is for your general information and use only. It is subjected to change without notice.
  - This website contains material which is owned by or licensed supplier. This materials include but not limited to the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
  - All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.
  - Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.
  - Your use of this website and any dispute arising out of such use of the website is subject to the laws of Malaysia.
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## **PAYMENT**

MM Cosmetic accepts payments in Ringgit Malaysia (RM/MYR). We are supported by CIMB Bank, Malayan Banking Berhad payment gateway.

## **PAYMENT PROCESSING FLOW**

Here will show you a guide of steps from register till make payment.

1. Register an account as an user at [www.mmc cosmetic.com.my](http://www.mmc cosmetic.com.my) refer to MEMBERSHIP
  2. Shopping in the website
  3. Select favorite item
  4. Add to cart the desire item
  5. Check out the shopping cart
  6. Check the desired item quantity or other detail
  7. Check Shipping information
  8. Confirm Order
  9. Choose the payment method
  10. Connect Maybank payment gateway
  11. Inform payment receipt through email
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## **CUSTOMER Q&A**

### **How do I make a payment?**

Customer can make payment by online. MM Cosmetic accepts payments in Ringgit Malaysia (RM/MYR). We are supported by CIMB Bank, Malayan Banking Berhad payment gateway.

### **How much is your delivery fees?**

Shipping fee calculation is as below :

Peninsular Malaysia: First kg is RM10, next kg is RM2

Sabah & Sarawak: First 1kg is RM18, next kg is RM5

Singapore: First 1kg is RM50, next kg is RM25

### **When will I receive my purchase?**

MM Cosmetic aims to deliver within the time agreed upon when customer checkout. Under normal circumstance, customer will be able to receive your purchase within 3 working days.

Our aim is to have customer items shipped out from our warehouse as fast as possible except for some circumstances where unfortunately it is beyond our control for example courier service delays, emergency, or items out of stock.

Our parcel collections is following with Ninjavan during normal working hours (working days). Our standard delivery hour is from 8.30am-5.30pm.

Please do not hesitate to contact us for help via  
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### **How can I check the status of my order(s)?**

Customer will receive a notification email informing the item purchased with tracking number. Also, customer can check in member account. After your order is posted out, your Order status will change from "Paid" to "Posted" with a courier company tracking number attached. It can be tracked in our website.