

TERMS OF USE

N3 THE ULTIMATE TRAVEL COMPANION!

1. SCOPE OF AGREEMENT

This agreement is between you and N3 for your use of N3 Official Platform services. In order to use N3 Product Platform, you shall read and abide by the **Terms of Use** stated herein. You understand and agree that N3 is committed to providing users with a civilised, healthy, standardised, and orderly network environment.

In the content herein:

- N3 refers to N3 Product Platform, N3 Group Entity, N3 Group of companies, “we”, “us” and “our”.
- Product refers to physical items (tour packages), services (IJS) or experience-related services (airport/e-Commerce).
- User/Registered User refers to an individual or organisation that registers, logs in, or uses N3.
- Other Users refers to other N3 Official Account users and other users, who are related to the services of N3 Product Platform in addition to the users themselves.
- Product Platform Official Account refers to your user account.

This Platform is the property of N3 and our licensors. We provide you with a non-exclusive, non-transferable, non-sub-licensable, revocable, and limited license to access our Platform. This license allows you to enjoy personal, non-commercial use of our services in compliance with these terms. Aside from this limited license, no other rights or licenses are granted to you concerning our Platform. All rights and licenses not explicitly granted in these terms are reserved."

You represent and warrant that your access to and use of our Platform is solely for personal, non-commercial purposes. You agree not to use the Platform for any unlawful purposes or those prohibited by these terms, or for any other purposes not reasonably intended by us.

You agree not to use our platform and its content for the following, including but not limited to:

- (a) reselling any products or services booked through our Platform for any commercial purpose without explicit written consent from N3;
- (b) making false, fraudulent or speculative bookings on our Platform;
- (c) misrepresenting our Platform as the product of another entity by altering or removing any authorship, trademarks, business names, logos, or origin designations;
- (d) using any manual or automated means to monitor, copy, extract, export or scrape content displayed on our Platform, such as text, graphics, photos, images, illustrations, audio, video, data, ratings, reviews, and other information. This includes activities like data mining, scraping, storing, indexing, spidering, or rehosting the content outside our Platform;
- (e) disassembling, reverse engineering, decompiling or modifying any software or application on our Platform in whole or in part, or attempting to access the source code of our Platform;
- (f) interfering with or disrupting the operation of our Platform, or servers or networks connected to it;
- (g) comprising the security of any network by cracking passwords/encryption codes, transferring or storing any illegal material, or acquiring the password, account or private information of any other User on our Platform;
- (h) attempting to gain unauthorised access to any of N3’s systems by any means;

- (i) “framing”, “mirroring” or incorporating any part of the Platform into another website or deep-linking to any portion of the Platform (including purchase paths) without our explicit prior written permission;
- (j) posting or transmitting material that is libellous, defamatory, abusive, offensive, fraudulent, misleading, obscene, pornographic, harassing or profane; or spreading malicious content such as malware, viruses or Trojan horses, or any other actions that disrupt users' access to our Platform, including unsolicited mass mailings, spam, chain letters, or junk mail;
- (k) engaging in any actions that could damage the Platform, N3, the N3 Group, or otherwise negatively impact them; and
- (l) violating any applicable law, statutes, ordinances or regulations and infringing upon the rights of N3 or any third party, including intellectual property rights or proprietary rights.

If N3 suspects that you have engaged in any prohibited activities under these Terms, we reserve the right to block your user account.

2. ACCOUNT REGISTRATION AND AUTHENTICATION

In order to use N3 Product Platform,

- (a) You will have to register and maintain a user account (N3 Official Account) with us.
- (b) When you register an account with us, you agree to provide and maintain true, current and complete information during registration.
- (c) When selecting a username, you agree not to select or use as a username which is the name of another person with the intent to impersonate, or a name or trademarks that are subject to the rights of another person or entity without appropriate authorisation.
- (d) Your account name, user ID and other information remain our property and we can disable, reclaim and reuse these once your account is terminated or deactivated for whatever reason by either you or N3.
- (e) To the maximum extent permitted by applicable law, we may at our sole discretion refuse registration of an N3 Official Account or cancel an existing N3 Official Account without prior notice or liability.
- (f) You are responsible for maintaining the confidentiality of the information and password used to access your N3 Official Account, and for all activities occurring under your N3 Official Account, including all charges incurred.
- (g) N3 shall be entitled to consider any person who gains access to the Platform and Services using your N3 Official Account log-in details as an individual acting upon your authorisation, without any further inquiry or investigation.
- (h) To ensure a proper code of conduct in your usage of your N3 Platform Account, please read our **Acceptable Use Policy**. If you do not agree to this Policy, kindly do not use N3.

Security & Compliance

- (a) You are responsible for the use of your account by others (including but not limited to account theft, password theft) or information and data leakage due to your improper safekeeping.
- (b) Where applicable, references to your use and/or access of the Platform and Services shall be deemed to include the use and/or access of the Platform and Services by an individual authorised by you.

- (c) We will regard all use of your account on N3 as being by you, except where we have received a valid notification sent to us regarding your account or password being compromised. We will not be liable for any loss or damage resulting from your failure to comply with clause 2.
- (d) You must immediately notify us at contactus@n3go.com or visit **HELP CENTRE** if you know or suspect any unauthorised use of your N3 Official Account, password or any other breach of security.
- (e) N3 shall be entitled at our discretion to decline to act or refrain from acting promptly upon any instructions from your N3 Official Account and to investigate or verify the authority, authenticity, or identity of individuals carrying out instructions, as well as the accuracy and legitimacy of said instructions.
- (f) You need to take specific measures to protect the security of your account, including but not limited to keeping your N3 Official Account and password safe, installing anti-virus Trojan software, and changing your password regularly.
- (g) N3 will take technical measures and continuously update these measures to protect the security of your account on the server side.
- (h) If your information system fails to meet the requirements for protecting user data security, N3 has the right to refuse or terminate the provision of this service.

N3 also reserve the right to bar/block and/or to restrict User's access (whether or not with an N3 Official Account) to N3 Product Platform, partially or fully, on a permanent or temporary basis, at our discretion. If you are blocked, you agree not to attempt to use the Platform under any other name or through any other User.

3. PLATFORM CONTENT

- (a) We make no guarantees as to the authenticity, accuracy or completeness of any Content (all contents posted) on N3 Product Platform, including content provided by other Users or our Travel Suppliers (suppliers offering tour packages).
- (b) We also make no guarantees that the Content available on our Platform has not been altered through technical defects or by unauthorised third parties.
- (c) The prices shown for our Travel Products are dynamic and may fluctuate during or after your search. Once your booking is confirmed, as defined in detail below, any changes in displayed prices will not impact the price of your reservation.
- (d) Using our Platform to access any Content is done at your own risk, and you are fully responsible for any damage or loss incurred by any party as a result.
- (e) Under no circumstance shall N3 be liable in any way for any loss or damage of any kind incurred in connection with the use of or exposure to any content accessed on our Platform, including but not limited to modifications, additions, errors, omissions or removals made by us on our Platform.
- (f) We make no guarantee that our Platform will always be available or uninterrupted. We are not liable to you for any loss or damage arising from the unavailability or interruption of our Platform or Services.
- (g) N3 may modify/change charging standards and methods of consumable products and services according to actual demands.
- (h) N3 may use targeted advertising, the terms of which are explained in the Advertising Content Policy below, and, also, covered in our **Privacy Policy**.

4. ADVERTISING CONTENT POLICY

N3 may include advertising or commercial content. You agree that:

- (a) We may integrate, display and otherwise communicate advertising or commercial content in N3 Product Platform and that (where reasonably practicable) we will identify such advertising or commercial content; and
- (b) We may employ targeted advertising to enhance relevance and value to you.

5. PAYMENT METHOD

You will be notified of the payment methods that are acceptable for your Booking Request (the process of requesting to make a purchase of product, service or experience-related services) in the respective Product, Service or Experience-related Services sections, that is, **Section A, Section B and Section C** listed below. N3 will charge or debit your Payment Instrument (credit card, debit card, digital wallet or such other payment method) for the booking amount once you have submitted your Booking Request. More payment information can be obtained from the Payment Terms listed below.

6. USER CONTENT AND REVIEWS

As per the terms of our Platform, you can share your reviews of Travel Products, through posting, uploading or transmitting on the Platform under **User Review**. You agree that

- (a) you are solely responsible and liable for the User Review/Content;
- (b) that you upload and you represent and agree that you will not share anything that is false, misleading or discriminatory and that you are responsible for ensuring that your review does not infringe upon third-party rights, including privacy, intellectual property, or proprietary rights;
- (c) all User Content that you upload is not confidential or proprietary and will comply with our relevant review guidelines, including our **User Review Guidelines**;
- (d) your User Content should not include personal information. If your Content infringes upon third-party rights, it may only be used for the purposes outlined here and must comply with relevant data protection laws as per our **Privacy Policy**;
- (e) although all intellectual property rights subsisting in any User Review/Content will be owned by you or your licensors and you are always free to share your User Review/Content with anyone else, you grant us and our affiliates a non-exclusive, perpetual, irrevocable, royalty-free, worldwide, transferable, and sublicensable right to host, use, reproduce (electronically or otherwise), publicly display, and distribute the Content, modify, adapt, publish, translate and create derivative works from any and all such User Review/Content with or without attribution to you, including without limitation to using User Reviews/Content for advertising and marketing. By agreeing, you waive your moral rights and any similar rights you may have in such User Review/Content worldwide, to the fullest extent permitted by law."
- (f) N3 has your consent to take action against individuals and entities who breach our or your rights in relation to the User Review/Content;
- (g) User Review/Content does not constitute our endorsement of or affiliation with you; and

- (h) we are under no obligation to host, store, retain, publish, share or make available any User Review/Content uploaded by you and that you will be responsible for creating backups of any User Review/Content if necessary.

For the avoidance of doubt, N3 reserves the right, in our sole discretion, to remove User Review/Content in accordance with the **User Review Guidelines**; and/or which, in our opinion your Content is deemed to violate these Terms, any applicable law, or potentially cause harm to us, other users, or third parties, we reserve the right to take necessary action. We will provide notification of the reasons for any action taken, unless we reasonably believe that doing so

- (a) would breach the law or the direction of a legal enforcement authority or would otherwise risk legal liability for N3 or our Partners;
- (b) would compromise an ongoing investigation or the integrity and functionality of the Platform;
- (c) would cause harm to any User, other third party, N3 or our Partners.

7. THIRD-PARTY PRODUCTS & LINKS

When you use the products, services or experience-related services provided by a third party on the N3 Product Platform, you shall comply with the

- (a) user agreement of the third party in addition to the agreement of N3 Product Platform. The third party shall assume their respective responsibilities separately for any possible dispute between them within the scope prescribed by laws and/or stipulated by N3 Product Platform agreement;
- (b) N3 does not guarantee security, accuracy, effectiveness and other uncertain risks of the services and content provided by such third parties. Any dispute or damage caused therefrom is irrelevant to N3, and N3 therefore shall not assume any responsibility for such risks;
- (c) Hyperlinks on N3 Product Platform to websites operated by third parties are only provided for your reference and bookings. N3 takes no responsibility for the products/services provided by the third parties, and has no control over their content, access and privacy policies;
- (d) If you click on a third-party hyperlink or advertisement, please be aware that you would be leaving N3 Product Platform and any data you provide will be processed in accordance with said third party's respective privacy and cookie policies, which we advise that you consult beforehand;
- (e) N3 shall not be liable for the consequences of accessing the third-party websites, including exposure to hard and software viruses, spy and malware. We do not endorse or recommend the websites or their contents;
- (f) If you have any query on their product/services terms and conditions, please contact the third party. If you have any queries on N3 terms and conditions, please contact us at contactus@n3go.com or visit our **HELP CENTER**.

7.1. External And Third-Party Sites

N3 platform may contain links to websites maintained by third parties ("External Sites"). These External/Third-Party Sites (websites linked to N3 Product Platform but have no connection to N3) are provided to redirect you to enable purchase of Products/Services, or for your reference and convenience only. N3 does not operate, control or endorse in any respect such External Sites or their content. You assume sole responsibility for the use of these External Sites and are therefore, advised to examine the terms and conditions of these External Sites carefully.

8. CHANGES CLAUSE

- (a) N3 may make changes to these Terms (and any applicable Additional Terms) over time, for example;
 - i. to reflect technical improvements and changes to N3 Product Platform;
 - ii. to address a security threat;
 - iii. to address changes in applicable laws and regulations (for example, to reflect applicable consumer rights).
- (b) We may consider such changes as material to the N3 Product Platform and where reasonably practicable we will notify you on this page or the relevant page for the relevant additional terms or policy, via the N3 app, by direct communication to you, or other means, prior to such changes becoming effective.
- (c) By continuing to use the N3 Product Platform after we make any changes to these Terms, you are agreeing to be bound by the revised Terms.

So please come back to this page to review these Terms regularly.

9. PRODUCTS AND SERVICES OFFERED BY N3

For clarity purposes in the 3 sections below, Seller refers to N3 (own products), Travel Supplier, Third-party Seller, Third-party Partner, Services Provider and Experience-related Services Provider.

9A(i) SECTION A: N3 Travel Section

In this Section A, we cover the terms and conditions for travel products, under facilitation-related services, booked through the N3 Product Platform.

- (a) The Travel Products are owned, controlled or made available by N3.
- (b) The price listed on the N3 Product Platform for a Travel Product which you are requesting is subject to the terms and conditions listed on the product page at the time of the booking and shall become a binding contract upon acceptance of your booking by us.
- (c) Your booking shall be confirmed with an email confirmation sent to you.
- (d) N3 reserves the right to reject bookings as set out in our terms and conditions.
- (e) In cases where product booking facilitation services are offered by a Third-party Partner or conducted through a Third-party Partner's platform, please consult the Partner's specific terms and conditions, and privacy policy, as your booking is governed by the agreement between you and that Partner.

Unless otherwise stated, all our travel product booking facilitation-related services are provided by N3 Systems Solution Pte Ltd, which is a private limited liability company, incorporated under the laws of Singapore, having its registered address at 111, North Bridge Road, #07-11, Peninsula Plaza, Singapore (179098) and is registered with the Accounting and Corporate Regulatory Authority of Singapore under company registration number 202347825D.

9A(ii) Transactions & Processes

- (a) When you book a Travel Product listed on N3 Product Platform, you have made an offer to book the specified Travel Product(s) subject to the terms and conditions stated in the Travel Product page, which shall be a binding contract between you and N3, besides the Terms of Use here.
- (b) Once you have completed your booking, you will be directed to a payment page which will indicate the payment method. Once this part is completed, you will have a confirmed booking.
- (c) When such a booking is confirmed, the booking shall be communicated to N3, and subsequently communicated to you via a confirmation email from N3 as “Confirmed Booking”.
- (d) A credit card, debit card, digital wallet or such other payment method as we may from time to time accept (“Payment Instrument”) will be required in order to make a booking for a Travel Product in the N3 Product Platform.
- (e) As the terms and conditions applicable for each Travel Product may vary, you should ensure that you fully understand and accept all the applicable terms before completing your booking.
- (f) If you are booking on behalf of other persons, you are required to ensure that they are aware of and agree to the applicable travel product terms besides this Terms of Use.
- (g) Failing which, N3 has a right to refuse or cancel your booking without offering any refunds.
- (h) Except where prohibited by local law, N3 has the right to reject any Booking Request, and cancel any Confirmed Booking, without reason. If payment has already been made, we will refund the amounts paid for the rejected or cancelled parts, unless:
 - i. the Terms or any applicable laws have been violated by you;
 - ii. the travel package terms do not allow for refunds; or
 - iii. N3 deems in its sole discretion that you are not entitled to a refund due to reasons including but not limited to suspected fraud or abuse.

9B(i) SECTION B: N3 In-Journey Services Section

In this Section B, we cover the terms and conditions for In-Journey Services (IJS), under facilitation-related services, booked through the N3 Product Platform.

- (a) All information about IJS on N3 Product Platform, including but not limited to any ratings, rankings and reviews, is provided to us by the corresponding IJS third-party Suppliers. We make no guarantees that the Content available on our Platform has not been altered through technical defects or by unauthorised third parties.
- (b) All Content accessed by you using N3 Product Platform is at your own risk and you will be solely responsible for any damage or loss to any party resulting therefrom. Under no circumstance shall N3 be liable in any way for any loss or damage of any kind incurred in connection with the use of or exposure to any IJS Content accessed on N3 Product Platform, including but not limited to any errors or omissions, or any additions, removals, or modifications that we may make to the N3 Product Platform.
- (c) The products listed on the N3 Product Platform do not constitute and should not be regarded as recommendations or endorsements by N3 of any Travel/Service Product and/or Travel/Service Supplier.
- (d) We hereby expressly disclaim any representation, warranty or undertaking in relation to the quality, status, features, or adequacy of any Travel /Service Product and Travel/Service Supplier listed on the N3 Product Platform.

- (e) We make no guarantee that the N3 Product Platform will always be available or uninterrupted. We will not be liable to you for any loss or damage resulting from any unavailability or interruption of the N3 Product Platform.

9B(ii) Transactions & Processes

- (a) For the avoidance of doubt, where the IJS facilitation-related service is provided by a Partner, your booking through the N3 Product Platform is only an offer to book a reservation (e.g., for accommodations, or a rental car).
- (b) Where the IJS booking facilitation-related services are provided by a third-party Partner or made via a Partner's platform, please refer to that Partner's respective terms and conditions of use and privacy policy, as your booking is governed by the agreement between you and that Partner.
- (c) The price listed on the N3 Product Platform for the IJS facilitation-related service which you are requesting to book is subject to the terms and conditions stated on the product page at the time of the booking and shall become a binding contract upon acceptance of your booking.
- (d) The displayed prices for our IJS are dynamic and can change during or after your search. Once a booking is confirmed, any changes in displayed prices will not impact the price of your booking.
- (e) Where applicable, the Partner will indicate the acceptance of such In-Journey Services booking via an email confirmation to you. In certain cases, there will be a requirement for us to provide your information to the relevant Partner to confirm your booking. The Partner retains the right to decline bookings as outlined in their terms and conditions.
- (f) We make no guarantees as to the authenticity, accuracy, or completeness of any IJS Content on our Platform, including Content provided by other Users or our IJS Suppliers.

9C(i) SECTION C: N3 Airport Services And E-Commerce Section

In this Section C, we cover the terms and conditions for Services or Experience-related Services, under facilitation-related services, booked through the N3 Product Platform.

- (a) You are legally bound by the Terms stated herein and in the N3 Product Platform Terms of Use and any documents referred to when you purchase any products, services or experience-related services through the N3 Product Platform.
- (b) Specific terms that apply to certain Products will be provided to you either on the Product Page or during the ordering process.
- (c) You should ensure that you fully understand and accept each of the applicable Product-specific Terms (additional terms and conditions set by Seller for a product selected to be purchased by a user) before completing your order.
- (d) If you are ordering on behalf of other persons, you are required to ensure that they are aware of and agree to the applicable Product-specific Terms.
- (e) For the avoidance of doubt, Terms of Use and other terms indicated in your Booking Request, entered between you and N3, shall be valid for your purchase.

9C(ii) Transactions & Processes

This section details how a legally binding contract between a Purchaser and a Seller is made.

9C(iiia) Purchase Of Product

- (a) When you select a Product to order on the N3 Product Platform, you will be asked other necessary information, as may be required, throughout the purchasing process on the platform. Please read and check the information in your order carefully before submitting the Booking Request. You can make corrections to any errors before finalising and submitting your order.

You represent and warrant to us that:

- i. You are purchasing the product at the N3 Product Platform for own use and not for re-sale / export purposes.
 - ii. You did not make false, fraudulent or speculative orders on the N3 Product Platform.
 - iii. Your purchase and receipt of Products from our Platforms must align with all relevant laws, including age restrictions, government import and export regulations, ensuring that our actions are compliant with applicable legal requirements.
- (b) At the Checkout Page at the end of your Booking Request process, your clicking on the **“Pay Now”** button is an indication that you have made an offer to buy the selected Product in accordance with the N3 Terms of Use and any documents referred to herein.
- (c) We may notify you if we do not accept your Booking Request, for the following reasons:
- i. the Products are Out of Stock;
 - ii. your payment cannot be fully processed;
 - iii. you are not permitted to buy that Product;
 - iv. there has been a mistake in the pricing/description of the Product;
 - v. you are under the minimum age requirements imposed by the law of the country where the Seller is located or where you are located.

If you received such a notification, you will not be charged for your Booking Request. If the Payment process has gone through, you shall be fully refunded.

- (d) Your purchase of the Product is considered successful only when the Seller accepts your order and emails to you a “Confirmation Email” to confirm your order is being processed.
- i. this will confirm a legally binding contract of purchase between you and the Seller
 - ii. the product you purchased will be dispatched to you via the agreed delivery/collection method
- (e) Once your purchase has been accepted, the delivery to you will be arranged in accordance with the delivery method selected by you (depending on the type of product) at the checkout point. You will be given:
- i. estimated delivery time and dates, depending on the delivery address and delivery method;
 - ii. for products purchased from duty-free zones, you will have to select the delivery option BEFORE you select the product you wish to purchase.
- (f) The delivery of your purchased product will be delivered according to your selected delivery method, by us, or by our affiliates, third-party suppliers or third-party service providers consigned by N3. Please note that this does not apply to the delivery of Booking Request for services or experience-related services, where the terms of use will be provided in another section below.

- (g) The Seller is not liable for any loss, damage or incidental expenses incurred for any failure to meet any given shipment, delivery or collection date, for whatever reasons. The shipment, delivery or collection dates provided by the Seller are only estimates.

9C(iib) Purchase Of Airport Services And Experience-related Services

This clause is applicable where you have purchased a Service or Experience-related Service Product provided by N3 or a third-party provider (“**Experience Provider**”).

- (a) During the Booking Request, the Seller will let you know if you need to arrange a suitable time and place with the Experience Provider (Provider/Seller for services and experience-related services, for example, airport/train transfer services) to receive the Product.
- (b) You will be allowed to select your pick-up or drop-off location as well as your pick-up time upon check out.
- (c) The Experience Provider may impose additional terms and conditions, rules and restrictions (“**Experience Provider Terms**”) that will be applicable to your Product.
- (d) You will be provided with the applicable Experience Provider Terms for each Product during the Booking Request process. Before accepting the applicable Experience Provider Terms and completing your booking, you must ensure that you fully understand the terms.
- (e) N3 has the right to refuse/cancel your booking without offering any refunds if you fail to comply with the Experience Provider Terms.

10. PRICING AND OTHER CHARGES

- (a) For the purpose of understanding the terms stated here, the following definitions apply:
- i. "Card Currency" refers to the default currency of the Payment Instrument you use for a booking.
 - ii. "Charge Currency" is the currency in which you are billed for a booking, which may be changeable.
 - iii. "Display Currency" is the currency shown on the Platform for listing prices. You can choose your Display Currency from the available options on the Platform.

NOTE: The price ultimately charged to you will be a price in the selected Charge Currency.

(b) Pricing

The price for the product you wish to order shall be the Seller’s current selling price indicated on the date of receipt of your order. To the extent permitted by applicable law, the Seller will not be liable for any pricing or specification errors in the Products you order on the N3 Product Platform.

The price may differ if:

- i. the price is not correctly reflected on the platform page as a result of an error in certain limited circumstances;
- ii. the actual price of the product is higher than the price displayed on the platform page. The Seller will contact you before dispatching your product to inform you of the variation in the price. You can cancel your order if you do not wish to purchase the product at the price the Seller informed to you;

The amount shown at checkout may not include all applicable prices, fees, shipping fees, duties, taxes and other charges. You agree to pay these additional amounts where applicable. If there is a processing fee for the use of a payment method, you will be notified during the process of ordering.

(c) Cancellations, Changes & Refunds

Cancellations, changes and refunds to your Confirmed Booking are subject to the applicable booking conditions and Travel Supplier Terms (for travel products), Product-specific Terms (for service products) and Experience Provider Terms (for experience-related services products), including any additional fees that may be imposed by N3.

For travel product:

- i. You should read the cancellation policy of each travel package before you book, to ensure you know the free cancellation period and what refunds (if any) you can get if outside of the free cancellation period.
- ii. If there is a free cancellation period, you can cancel the booking yourself within the cancellation period stated on your booking details, by following these steps
 - (i) select the booking which you want to cancel, click on the “Cancel booking” button; or
 - (ii) contact customer service of N3 or the Travel Supplier and the customer service officer will do the cancellation for you.
- iii. Other than the free cancellation period, please check the cancellation policy listed on the travel page.
- iv. If your travel package has a no cancellation policy, there will be no refunds provided for this travel package. We apologise for any inconvenience caused for such incidents.

For eCommerce products:

- i. You may request to cancel your purchase any time before the Seller dispatches the products you have ordered for delivery. You can do so at the history page.
- ii. If your product has been shipped out for delivery and it is still within the 7 days guarantee period from the date of your purchase, then you can still cancel your purchase at the history page but would require verification approved by N3. If the verification is approved, then your order history will be updated to “Cancelled” and a cancellation email will be sent to you.
- iii. If your product has been shipped and past 7 days then you are not allowed to cancel your purchase.
- iv. The Seller also reserves the right to terminate the Booking Request if a product has been mispriced on the N3 Product Platform. The Seller shall have the right to terminate the Booking Request whether the products have been dispatched or are in transit and whether payment has been charged to you. N3 will notify you of such cancellation, in writing.
- v. Upon delivery and acceptance of the product you have ordered, you will be deemed to have accepted such product in good condition and in accordance with the Terms stated herein and in your Booking Request. As such, the purchase is deemed to be completed.

11. PAYMENT TERMS

11.1 Fees And Payment

Before you submit your booking for the travel product:

- (a) All payments shall be made to N3, whether the product is by N3 or a Third-Party Supplier / Provider.
- (b) You shall acknowledge that N3 is entitled to collect payments from you on behalf of these Third-Party Suppliers/Providers for products offered by them.
- (c) While N3 aims to provide a total of the fee for your booking/purchase of a product, there may be a chance of a government-imposed tax added after your booking. In such incidences, in accepting the terms herein, you agree to pay the new or higher fee charged by the government, where not prohibited by law.
- (d) The payment methods you chose to make your payment may also be subjected to additional terms as prescribed by us from time to time.

Upon making your Booking Request:

- (a) You will be notified of the Payment Methods that are acceptable for your purchase.
- (b) Once you have submitted your Booking Request, you proceed to **“Pay Now”** to make your payment.
- (c) N3 will charge or debit your Payment Instrument for the amount requested upon you proceeding with **“Pay Now”**.
- (d) Upon receipt of your payments by N3, your request for booking is deemed confirmed.
- (e) N3 reserves the right to cancel your Booking Request wherever applicable if your Payment Instrument cannot be charged or having difficulty being charged.

N3 uses secure, third-party payment gateways to process your payments.

- (a) If you experience issues during your payment process, you should check your credit card details (card number, expiry date & CVV number) or bank details (if you are paying via your bank account).
- (b) If you still experience issues after a couple of tries, you can try a different credit card or a different payment method. You should also ensure that your credit card is authorised for international and online purchases and not just local or offline purchases. If you are unsure of this, contact your card issuing bank for the right information.
- (c) The Display Price is generally exclusive of taxes and service fees unless otherwise expressly stated. In certain jurisdictions, bookings for Travel Products may incur taxes and fees that include government-imposed service charges or other fees that are not directly paid to the taxing authorities but required by law to be collected by the relevant Travel Supplier, or N3.
- (d) You are fully responsible for all taxes, charges, fees and other charges/assessments arising out of your use of N3 Product Platform.
- (e) The charge to your Payment Instrument may include an amount for charges, taxes and fees unless indicated otherwise, which may include bank and credit card fees and charges. These are based on several factors including, without limitation, the amount N3 pays the Travel Supplier and the location/type of the Travel Supplier and/or Travel Product and may include a fee that N3 retains.

- (f) N3 accepts a variety of payment methods but you cannot split your payment using the different payment methods. All available payment methods and the currency will be displayed on the payment page.

11.2 Credit Card and Currency Exchange

N3 Product Platform accepts credit and debit card payments (except American Express (“AMEX”) and Union Pay).

- (a) You are required to provide us with information regarding your payment whether you are using your credit card or other payment instrument.
- (b) You represent and warrant that such information is true and accurate, and that you are authorised to use the chosen payment instrument.
- (c) Based on your agreement with your Payment Instrument (methods user used to make the payment, e.g., credit card, debit card, digital wallet) provider (for example, the bank issuing the payment card to you), your Payment Instrument provider may charge additional fees (e.g., international transaction fees). If your Charge Currency differs from your Card Currency, your Payment Instrument provider will determine the applicable exchange rate when the transaction is processed.
- (d) Your Payment Instrument provider may apply exchange rates that differ from those offered by the Platform. N3 neither controls nor benefits from your Payment Instrument provider’s exchange rates or fees.
- (e) Credit card changes may be made during the booking stage, at any time prior to the credit card being charged. But once the payment has been activated and the credit card charged, no changes are permitted to be made to the credit card.
- (f) Your credit card information made during or after the transaction, will not be retained by N3 and will be tokenized, encrypted and securely stored and submitted by the third-party gateway, directly to your bank for authorisation.

In the event of any dispute or issue arising over your payment or non-receipt of payment for your order, including the Card Issuer rejecting or reversing payment for your purchase, N3 reserves the right to exercise all lawful remedies, which include but not limited to:

- (a) reject your order, suspend or cancel delivery of your order;
- (b) claim the full price of the product(s) ordered as a debt from you;
- (c) set-off and deduct all sums owed by you to us under the N3 Terms of Use and any other agreements/terms between you and N3, from any refund due to you.