

Flex Plus App – Terms of Use & Service Agreement

Effective Date 19th April 2025

1. Acceptance of Terms

Your use of the App constitutes your agreement to these Terms. If you do not agree, please discontinue use immediately. Flex Plus may update the Terms from time to time. Continued use constitutes acceptance of such updates.

2. Eligibility

You must be at least 18 years old or have the legal capacity to enter into this Agreement. By using the App, you represent that you meet this requirement.

3. Account Registration & Management

Users must register for an account to access certain features.

You are responsible for maintaining the confidentiality of your login credentials.

Flex Plus reserves the right to suspend or terminate accounts suspected of fraudulent activity, impersonation, or misuse.

4. Platform Services Overview

Flex Plus is a multi-service platform that includes:

- Daily social sharing
- DC-based digital rewards system
- Chatroom functionality with incentives
- Merchant discovery and offers
- Redemption features via partnered merchants

5. User Conduct & Responsibilities

You agree not to:

- Upload or share illegal, abusive, defamatory, pornographic, or misleading content.
- Harass, threaten, or impersonate others.
- Use the App for unauthorized marketing or spam.
- Engage in activities that disrupt or harm platform integrity.

Flex Plus has the right (but not obligation) to monitor and remove any content that violates these terms.

6. DC (Discount Cash) & Rewards

DCs are non-cash digital credits redeemable for purchases at participating merchants.

DCs have expiration dates and are not refundable.

Fraudulent earning or redemption of DCs will result in account suspension or legal action.

7. Payment Transactions

Flex Plus does not function as an e-wallet or payment gateway. All monetary transactions made through the App are facilitated by third-party payment providers or external merchant systems.

Flex Plus does not hold or manage user funds, nor is it involved in the direct transfer of money between users and merchants.

Users are responsible for ensuring transaction accuracy and resolving any issues directly with the relevant merchant or payment provider.

Flex Plus is not liable for any losses, delays, failed transactions, or disputes arising from third-party payment services.

8. Merchant Partnerships & Transactions

All transactions with third-party merchants are solely between you and the merchant.

Flex Plus does not guarantee product or service quality and is not responsible for disputes.

Promotions and offers are subject to availability and may change without prior notice.

9. Chatroom & User-Generated Content

You retain ownership of content you post but grant Flex Plus a global, royalty-free, non-exclusive license to use, modify, and distribute such content for marketing and community engagement.

Flex Plus may remove or block content that violates community guidelines or applicable law.

10. Data Privacy & Security

Your personal data will be collected and processed in accordance with our [Privacy Policy].

By using the App, you consent to the collection, use, and sharing of your data for service delivery, analytics, marketing, and compliance.

11. Termination & Suspension

Flex Plus reserves the right to:

- Suspend or terminate user accounts for violation of terms or suspicious activity.
- Remove any content without prior notice.
- Modify, suspend, or discontinue any service without liability.

Users may also delete their accounts at any time via in-app settings.

12. Intellectual Property

All content, branding, software, and design elements of the App are property of Flex Plus or its licensors. Users may not copy, reverse-engineer, or reuse platform assets without written permission.

13. Disclaimer & Limitation of Liability

The App is provided “as is” without warranties of any kind.

Flex Plus is not liable for indirect, incidental, or consequential damages, including loss of data or revenue.

Flex Plus does not guarantee uninterrupted, secure, or error-free service.

14. Force Majeure


Flex Plus shall not be liable for delays or failure in performance caused by events beyond our reasonable control, including but not limited to natural disasters, cyberattacks, government restrictions, or system failures.


15. Governing Law & Dispute Resolution

This Agreement is governed by the laws of Malaysia. Any disputes shall be resolved through arbitration or in Malaysian courts, depending on the nature of the dispute.

16. Contact Us

If you have questions or feedback regarding these Terms, contact us at:

 marketing@flexmeta.com.my

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