



Terms of Service

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Welcome to Trading Card Games Kuala Lumpur (“TCGKL,” “we,” “our,” or “us”), operated by HAJOON CAPITAL SDN BHD. These Terms of Service (“Terms”) govern your access to and use of our website at <https://tcgkl.com> (<https://tcgkl.com>) and all related services (collectively, the “Service”).

1. Acceptance of Terms

By accessing or using our Service, you agree to be bound by these Terms. If you do not agree to all of these Terms, you must not use our Service. We reserve the right to update or modify these Terms at any time, and your continued use of the Service following any changes constitutes acceptance of those changes.

2. Account Registration and Responsibilities

To access certain features of the Service, you may be required to register for an account. When you register, you agree to:

- Provide accurate, current, and complete information during the registration process.
- Maintain and promptly update your account information to keep it accurate, current, and complete.
- Maintain the security and confidentiality of your password and accept all risks of unauthorized access to your account.
- Notify us immediately if you discover or suspect any security breaches related to your account.

You are responsible for all activities that occur under your account. We reserve the right to suspend or terminate your account if any information provided is found to be inaccurate, false, or in violation of these Terms.

3. Booking & Tickets

All event bookings made through our Service are subject to the following conditions:

- All bookings are subject to availability and confirmation by TCGKL.
- Tickets are non-transferable unless otherwise explicitly stated by TCGKL.
- A valid booking confirmation (digital or printed) is required for event entry.
- TCGKL reserves the right to verify the identity of ticket holders at the point of entry.
- Duplicate or fraudulent tickets will be void, and entry may be refused.

- Tickets are valid only for the specific event, date, and time stated on the confirmation.

4. Payment

All prices displayed on our Service are listed in Malaysian Ringgit (MYR) unless otherwise stated. Payment terms include:

- Full payment is required at the time of booking.
- Payment is processed securely through Stripe, our third-party payment processor.
- You agree to provide current, complete, and accurate billing information.
- TCGKL is not responsible for any additional fees charged by your bank or card issuer (e.g., foreign transaction fees, currency conversion fees).
- All completed transactions are subject to our Refund Policy (/legal/refund-policy).

5. Event Conduct

Attendees at TCGKL events must adhere to the following rules:

- Follow all event rules, guidelines, and instructions from TCGKL staff and event marshals.
- Treat all participants, staff, and venue property with respect.
- No cheating, collusion, or unsportsmanlike behavior during tournaments or games.
- No harassment, discrimination, or abusive behavior of any kind.
- No unauthorized recording, streaming, or broadcasting of event content.
- No outside food or beverages unless permitted by the venue.

TCGKL reserves the right to refuse entry or remove attendees who violate event policies without refund.

6. Merchandise

Merchandise purchased through our website or at events is subject to the following:

- All merchandise sales are final unless the item is defective or damaged upon receipt.
- Merchandise returns and exchanges are governed by our Refund Policy (/legal/refund-policy).
- Product images on the website are for illustration purposes and may vary slightly from the actual product.
- Availability of merchandise is not guaranteed and may change without notice.

7. Intellectual Property

All content on this website, including but not limited to logos, designs, text, graphics, images, photographs, software, and all other materials (collectively, "Content"), is the property of TCGKL or its licensors and is protected by applicable intellectual property laws. You may not reproduce, distribute, modify, create derivative works of, publicly display, publicly perform, republish, download, store, or transmit any Content without prior written permission from TCGKL.

8. User Content

By submitting, posting, or displaying content on or through our Service (e.g., reviews, comments, photos), you grant TCGKL a non-exclusive, worldwide, royalty-free license to use, reproduce, modify, adapt, publish, and display such content in connection with the Service. You represent and warrant that you own or have the necessary rights to submit such content and that it does not violate any third-party rights.

9. Limitation of Liability

To the maximum extent permitted by applicable law:

- TCGKL shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including but not limited to loss of profits, data, use, goodwill, or other intangible losses.
- TCGKL's total liability for any claims arising under these Terms shall not exceed the total amount paid by you to TCGKL in the twelve (12) months preceding the claim.
- TCGKL is not responsible for any loss, theft, or damage to personal belongings at events.
- TCGKL is not liable for any delays, cancellations, or changes to events caused by circumstances beyond our reasonable control (force majeure).

10. Privacy

Your use of the Service is also governed by our Privacy Policy (</legal/privacy-policy>), which describes how we collect, use, and protect your personal information. By using the Service, you consent to the practices described in our Privacy Policy.

11. Governing Law

These Terms shall be governed by and construed in accordance with the laws of Malaysia, without regard to its conflict of law provisions. Any disputes arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of Malaysia.

12. Severability

If any provision of these Terms is found to be unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary so that these Terms shall otherwise remain in full force and effect.

13. Entire Agreement

These Terms, together with our Privacy Policy and Refund Policy, constitute the entire agreement between you and TCGKL regarding the use of the Service, superseding any prior agreements between you and TCGKL.

14. Contact Us

If you have any questions about these Terms of Service, please contact us at:

- Email: support@tcgkl.com (mailto:support@tcgkl.com)
- Address: Hajoan Capital Sdn Bhd, No. 9-1, Jalan AU 1A/4B, Taman Keramat Permai, 54200 Kuala Lumpur, Malaysia