

XAMIYA WEDDING — E-INVITE TERMS & CONDITIONS (V2.2)

This document is issued by Xamiya Enterprise (Company Registration No. 202203302650 [003451799-W]), operating under its brand Xamiya Wedding. In these Terms, "Xamiya", "Xamiya Wedding", "we", "us", and "our" refer to Xamiya Enterprise and its brand Xamiya Wedding.

本文件由注册经营实体 Xamiya Enterprise (公司注册号 202203302650 [003451799-W]) 发布，并以 Xamiya Wedding 品牌经营。本条款中所称「Xamiya」「Xamiya Wedding」「我们」均指 Xamiya Enterprise 及其品牌 Xamiya Wedding。

Applies to Electronic Wedding Invitations (E-Invites) Only | 仅适用于电子婚礼请柬 (E-Invite)

By placing an order with **XAMIYA WEDDING**, you confirm that you have read, understood, and agreed to these Terms & Conditions. These Terms apply **only** to electronic wedding invitations (e-invites) and are intended to protect both parties by clearly setting out our responsibilities, policies, and procedures. Please read them carefully before placing your order.

向 **XAMIYA WEDDING** 下单，即表示您已阅读、理解并同意本条款与条件。本条款**仅适用于电子婚礼请柬 (E-Invite)**，旨在明确双方的责任、政策及服务流程，以保障双方权益。请于下单前仔细阅读。

Summary

This is only a quick summary. The full Terms & Conditions below shall prevail.

1. Payment confirms your acceptance of these Terms & Conditions.
2. Every package includes **1 Initial Design + free Amendment Rounds** (see your package details).
3. Requests outside your package scope require a package upgrade.
4. Any changes after delivery / publication are subject to a **RM50 Reopening Fee**.
5. Please check your design carefully before giving final approval.

重点速览

以下仅为重点摘要，所有事项均以完整条款为准。

1. 完成付款即表示您已阅读并同意本条款。
2. 每个配套均包含 **1 份 Initial Design (初稿)** 及**免费修改轮数 (依配套而定)**。
3. 超出配套范围的要求须升级配套。
4. 交付／发布后的任何修改均须支付 **RM50 重开费**。
5. 请在最终确认前仔细检查所有内容。

Fee Summary — Quick Reference | 费用一览

All charges below are fixed company policy, disclosed before you order. They are standard and are not added at staff discretion.

以下所有费用均为公司固定政策，下单前已明示；属标准收费，并非员工临时加收。

Item	Charge
Deposit — Evite A	RM200 (non-refundable); balance due before evite launch
Payment — Evite B Pro / B / C / D	Full payment upon ordering
Free Amendment Rounds	Evite A: 5 rounds Evite B Pro / B / C / D: 3 rounds
Additional Amendment Round (after free amendment round used)	RM30 per round
Reopening Fee (after delivery / publication)	RM50 per round, regardless of range
Package upgrade (chosen or out-of-scope)	Price difference + RM50 adjustment fee if the initial draft has already been sent
Layout changes	Included in your package's revision rounds; no separate fee (out-of-scope layout = upgrade package, see section 5)

项目	收费
订金 — Evite A	RM200（不可退）；余额在网页发布前付清
付款 — Evite B Pro / B / C / D	下单时全额付款
免费基础修改	Evite A：5 轮 Evite B Pro / B / C / D：3 轮
额外基础修改（免费额度用完后）	每轮 RM30
重开费（网页发布后的任何改动）	每轮 RM50，无论修改多或少
配套升级（主动或超范围修改）	差价 + RM50 调整费 (如果已发出首稿)
排版修改	算入配套修改轮数，不另收费（超范围排版＝升级，看第5条）

1. Our Evite Packages | 我们的配套

Package	Price	Summary
Evite A — Custom Design	RM400	Bespoke design built from your references
Evite B Pro — Premium Template	RM310	Template with extensive adjustments + mix & match

Package	Price	Summary
Evite B — Template-Based	RM260	Template as-is; wording changes only
Evite C — Minimalist	RM158	Fixed minimalist template; fonts only; no music
Evite D — 2-Page PDF Invitation	RM60	Static 2-page PDF; no webpage

配套	价格	简介
Evite A — 定制设计	RM400	根据您的参考量身打造
Evite B Pro — 高级模板	RM310	模板大幅调整 + 自由搭配
Evite B — 模板套用	RM260	模板原样套用；仅改文字
Evite C — 极简	RM158	固定极简模板；仅改字体；无音乐
Evite D — 两页 PDF 请柬	RM60	静态两页 PDF；无网页

2. Package Scope & Modification Rights | 配套范围与修改权限

Evite A / Custom Design — RM400

- Bespoke design created according to your requirements.
- You must provide reference image(s) or video(s) of the invitation design you want.
- We will produce a design in a similar style to your reference.
- Background music of your choice can be included.
- A countdown feature can be included.

Note: "Similar design" refers to visual style only and does not include animation effects; animations follow XAMIYA's existing resources.

Note: Once the design direction is confirmed, the overall style cannot be substantially changed midway.

Evite A / 定制设计 — RM400

- 根据您的需求量身定制设计。
- 您须提供想要的请柬设计参考图片或视频。
- 我们会制作出与您参考风格相近的设计。
- 可加入您选择的背景音乐。

- 可加入倒数 (countdown) 功能。

注：“相似设计”仅指视觉风格，不包含相同的动画效果；动画以 XAMIYA 现有资源为准。

注：设计方向一经确认，整体风格不可中途大幅更改。

Evite B Pro / Premium Template — RM310

- Select a design you like from XAMIYA's templates.
- You may adjust background colour, fonts, font colour and content layout.
- You may mix & match content layouts from other templates.
- You may change the romantic wording within the template.
- You may add or remove pages and delete unwanted content.
- Background music of your choice can be included.
- A countdown feature is included if the template you select provides one.
- Background design elements (e.g. floral motifs/patterns) cannot be replaced, but selected elements may be removed.

Note: Background design elements are difficult to substitute, so they can only be removed, not swapped.

Note: Once the template is confirmed, you cannot switch to a different template midway.

Evite B Pro / 高级模板 — RM310

- 从 XAMIYA 模板中挑选您喜欢的设计。
- 可调整背景颜色、字体、字体颜色与内容排版。
- 可混搭其他模板的内容排版。
- 可更改模板内的浪漫文案。
- 可增删页面、删除不需要的内容。
- 可加入您选择的背景音乐。
- 若所选模板自带倒数功能，则包含倒数。
- 背景设计元素（如花卉图案/纹样）不可替换，但可删除选定的元素。

注：背景设计元素难以替换，因此只能删除、不可更换。

注：模板一经确认，不可中途更换为其他模板。

Evite B / Template-Based — RM260

- Select a design you like from XAMIYA's templates.
- Design style, all colours and content layout cannot be adjusted (100% as per the template).
- You may change the romantic wording within the template.
- You may delete unwanted content.
- Background music of your choice can be included.
- A countdown feature is included only if the template you select already provides one; it cannot be added to a template that does not have it (adding one would exceed this package's scope).

Note: Once the template is confirmed, you cannot switch to a different template midway.

Evite B / 模板套用 — RM260

- 从 XAMIYA 模板中挑选您喜欢的设计。
- 设计风格、所有颜色与内容排版不可调整（100% 按模板）。
- 可更改模板内的浪漫文案。
- 可删除不需要的内容。
- 可加入您选择的背景音乐。
- 仅当所选模板自带倒数功能时才包含倒数；不可为本身没有的模板加入倒数（加入即超出本配套范围）。

注：模板一经确认，不可中途更换为其他模板。

Evite C / Minimalist — RM158

- Select one design from our fixed minimalist templates.
- Only fonts and font colour may be adjusted.
- Does not include background music or a countdown feature.

- Design style, all colours and content layout cannot be adjusted (100% as per the template).

Note: Once the template is confirmed, you cannot switch to a different template.

Evite C / 极简 — RM158

- 从我们固定的极简模板中选择一款设计。
- 仅可调整字体与字体颜色。
- 不含背景音乐或倒数功能。
- 设计风格、所有颜色与内容排版不可调整（100% 按模板）。

注：模板一经确认，不可更换。

Evite D / 2-Page PDF Invitation — RM60

- Choose a XAMIYA template or a custom design.
- Includes a cover page and a details page.
- The final deliverable is a PDF digital file only.
- Does not include a webpage, a countdown, or any interactive features.

Note: The PDF invitation cannot be converted into a webpage version.

Evite D / 两页 PDF 请柬 — RM60

- 可选择 XAMIYA 模板或定制设计。
- 包含封面页与详情页。
- 最终交付物仅为 PDF 电子文件。
- 不含网页、倒数或任何互动功能。

注：PDF 请柬不可转换为网页版本。

3. Design Processing Time | 设计处理时间

Design processing begins from the order date. The initial design is typically provided within 2–3 working days.

Processing time may vary depending on order volume, design discussions, and revision progress. During peak seasons or periods of high demand,

additional time may be required. If there is a significant delay, XAMIYA Wedding will notify you accordingly.

All timelines are estimates only and are not guaranteed. XAMIYA Wedding reserves the right to adjust the estimated timeline when necessary and shall not be liable for any delays within the normal production process.

设计处理时间自下单日起计算，初稿通常会于 2-3 个工作日内提供。

实际处理时间可能因订单量、设计沟通及修改进度而有所调整。旺季或订单量较高期间，处理时间可能会延长。 如遇较大延误，XAMIYA Wedding 将另行通知。

所有时间仅为预计时间，并非保证完成时间。 XAMIYA Wedding 保留在必要时调整预计完成时间的权利，对于正常制作流程内的时程变动，概不承担任何责任。

4. Design Amendment Policy | 设计修改轮数政策

4.1 Free amendment round | 免费修改轮数

Package	Free basic amendment rounds
Evite A	1 Initial Design + 5 amendment rounds
Evite B Pro / Evite B / Evite C	1 Initial Design + 3 amendment rounds
Evite D	1 Initial Design + 3 amendment rounds

配套	免费基础修改轮数
Evite A	1 次初稿设计 + 5 轮修改
Evite B Pro / Evite B / Evite C	1 次初稿设计 + 3 轮修改
Evite D	1 次初稿设计 + 3 轮修改

After the free amendment round is used, further revisions are charged at RM30 per round (applies to all packages). All additional charges are communicated to you in advance.

免费修改轮数用完后，额外修改将按每轮 RM30 收费（适用所有配套）。所有额外费用均会事先告知您。

4.2 What Counts as One (1) Amendment Round | 何谓「一轮修改」

A "round" is one complete review-and-return cycle:

- (a) After we send you an Initial Design, ***you must compile all requested changes into one list and submit them together.***
- (b) ***XAMIYA Wedding will revise the amends and return the updated version to you.***

This complete process counts as one (1) amendment round, regardless of the number or size of the changes.

Any changes submitted separately, or after we have started an amendment, will be counted as the next Amendment Round. Changing even a single word, name, date, punctuation, colour, or photo counts as one full round. There are no free, minor, "quick", or uncounted revisions. Every updated draft we return counts as one (1) round.

「一轮」指一个完整的审阅—返稿循环：

- (a) 我们发给您一份初稿后，***您须将所有修改要求整理成一份合并清单，一次性提交给我们***
- (b) ***我们会根据清单进行修改并发送给你更新好的版本***

这一个循环即等于一（1）轮，无论包含多少处改动、改动多么微小。

任何分开提交、或在我们已开始修改后才补的改动，均计为下一轮修改。即使只改一个文字、姓名、日期、标点、颜色或照片，也算完整的一轮。不存在免费、「一点点」、「很快」或「不计数」的改动。我们每返回一份更新草稿，即消耗一（1）轮。

4.3 What Does NOT Consume an Amendment Round | 哪些情况不消耗修改轮数

- ***Corrections of errors caused solely by XAMIYA Wedding*** (e.g. we mistyped a detail that you had provided correctly in writing) are free of charge and do not consume a Round.
- ***Requests that exceed your package's modification rights*** (see Section 2) are not considered a Round. Such requests require a package upgrade (see Section 5).
- ***纯粹由 XAMIYA Wedding 一方造成的错误更正***（例如：您已书面正确提供，但我们打错了某项细节）免费修正，不消耗轮数。
- ***超出您配套修改权限***（见第 2 条）的要求不属修改，此类要求须升级配套（见第 5 条）。

4.4 Layout Revisions | 排版修改

Layout is treated as part of your design and does not have a separate Amendment Round allowance. Any layout changes are subject to your package's modification rights (see Section 2).

排版属于设计的一部分，并没有独立的修改额度。所有排版修改均依您所选配套的修改权限执行（见第 2 条）。

5. Out-of-Scope Requests & Package Upgrades | 超范围请求与配套升级

Each package has its own modification scope (see Section 2). Requests outside your package scope require a package upgrade before work can proceed.

Whether you choose to upgrade voluntarily or because your request exceeds your package scope, the same upgrade policy applies.

A package upgrade does not restart the design process.

每个配套均有对应的修改范围（见第 2 条）。超出您所选配套范围的要求（不包含于当前配套内）须升级配套后方可继续制作。

无论您主动升级，或因修改内容超出配套范围而升级，均适用相同升级规则。

升级配套不会重新计算开始的设计流程。

5.1 Fixed company policy, not staff discretion | 固定公司政策，非员工裁量

Requests outside your package scope require a package upgrade. *Upgrade fees are fixed company policy, apply equally to all customers, and are not determined by individual staff.*

Upgrade work will begin only after the quotation has been accepted and payment has been completed.

超出配套范围的要求须升级配套。**升级费用属于 XAMIYA Wedding 的统一政策，适用于所有顾客，并非员工自行决定。**

升级工作仅在您确认报价并完成付款后开始。

5.2 Upgrade Fees | 升级收费方式

- **Before the initial design is sent:** Price difference only.
- **After the Initial Design is sent:** Price difference + RM50 adjustment fee.

The Initial Design is the trigger point. Once it has been sent, the RM50 adjustment fee applies, regardless of whether you have viewed or opened it as design work has officially commenced.

Any payments already made (deposit or full payment) will be credited towards the upgraded package price but **cannot be refunded or used to offset the RM50 adjustment fee.**

- **发出 Initial Design (初稿) 前：** 仅收配套差价。
- **发出 Initial Design (初稿) 后：** 配套差价 + RM50 调整费。

Initial Design (初稿) 为收费触发点。 一经发出，即须支付 RM50 调整费，无论您是否已查看或开启。因为设计工作已正式开始。

您已支付款项（订金或全款）可抵扣升级后的配套费用，但**不可退款，亦不可抵扣 RM50 调整费。**

5.3 Multiple Package Upgrades | 多次配套升级如何收费

Each upgrade is charged separately. If you upgrade more than once (e.g. Evite B → B Pro → A), the price difference and the **RM50 adjustment fee** (if applicable) apply at each upgrade.

每次升级均独立收费。 若您多次升级（如从 Evite B → 升级为 B Pro → 再次升级为 A），每次升级都须支付相应配套的差价及 **RM50 调整费**（如适用）。

5.4 Amendment Rounds After a Package Upgrade | 升级后的修改轮数

A package upgrade does not restart the design process. Any completed design stage remains completed, and the project will continue from the current stage.

- If you **upgrade your package after receiving the Initial Design**, the Initial Design is already considered completed. We **will revise the design based on your new requirements and continue with Amendment Round 1.**

As this version is created based on your new requirements, it is treated as Amendment Round 1.

升级配套不会重新开始设计流程。任何已完成的设计阶段均视为已完成，项目将直接从当前阶段继续。

- 若您在收到 **Initial Design（初稿）** 后才升级配套，Initial Design 已视为完成。我们将根据您提出的新需求进行修改，并直接进入 **Amendment Round 1。**

由于该版本是根据您提出的新需求重新制作，因此视为 Amendment Round 1。

5.5 Minimum Amendment Round Guarantee | 修改轮数保底机制

If you have fewer than 2 free Amendment Rounds remaining after a package upgrade, XAMIYA Wedding will provide additional Amendment Rounds free of charge to ensure you have a minimum of 2 free Amendment Rounds.

If you already have **2 or more free Amendment Rounds remaining, this guarantee does not apply.** Additional revisions will be charged at RM30 per round (see Section 4.1).

若升级配套后，剩余免费修改轮数少于 2 轮，XAMIYA Wedding 将为您免费增加修改轮数，确保您至少保有 2 轮免费修改。

若升级后仍剩余 2 轮或以上免费修改，则不适用此保底机制。修改轮数用完后，将依第 4.1 条 RM30／轮收费。

5.6 Upgrades Only | 只升不降

No downgrades. Packages may only be moved up, never down. Once work has begun, downgrades (e.g. Evite B → C, or B Pro → B) are not permitted and are non-refundable.

配套只能向上升级、不能下调。一旦工作开始，降级（如 Evite B → C，或 B Pro → B）不被允许，且不退款。

5.7 Upgrade Cut-off | 升级截止时间

Upgrades are not accepted after your final approval / e-vite publication. Any further changes will be treated as a **new project** and quoted at the current rates (see Section 7.4).

在您最终确认/ 电子请柬发布之后，将不再接受升级。此后想要的任何改动均视为**新项目**，按当前价格报价（见第 7.4 条）。

6. Design Proofing & Animation Confirmation | 设计校对与动画效果确认

6.1 Design Proofing | 设计校对

Before your e-invitation is published/delivered, you must carefully review and confirm all details, including names, dates, spelling, grammar, and layout. We recommend asking a family member or friend to help proofread.

Once the final design has been approved, XAMIYA Wedding will publish or deliver your e-invitation accordingly. **Any errors or amendment requests after publication or delivery will be treated as a post-delivery amendment (see Section 7).**

电子请柬发布/交付前，您必须仔细审阅并确认所有内容，包括姓名、日期、拼写、语法及排版。我们建议您邀请家人或朋友协助校对。

最终设计一经确认，XAMIYA Wedding 将按确认版本发布/交付电子请柬。**发布/交付后的任何错误或修改要求，均视为交付后修改（见第 7 条）。**

6.2 Animation Confirmation | 动画效果确认

Before publication, you must **confirm all animation timing, animation speed, and interactive features** as part of the final design.

Animation adjustments are only available before publication and are limited to XAMIYA Wedding's existing animation resources. Any requests after publication will be treated as **post-delivery amendments** (see **Section 7**).

发布前，您须确认所有动画时机、动画速度及互动功能，以上均属于最终设计的一部分。

动画调整仅限于发布前提出，并仅限使用 XAMIYA Wedding 现有动画资源。发布后的任何修改，均视为交付后修改（见第 7 条）。

7. Post-Delivery Amendments (Reopening Fee) | 交付后修改（重开费）

7.1 Completion of Service | 服务完成

Once you have given final approval and ***XAMIYA Wedding has published your e-invitation or delivered your PDF, your order is considered completed and the project is officially closed.***

The following are ***part of the delivery process and do not incur a reopening fee:***

- RSVP form ownership transfer (see Section 9).
- Correction of genuine display or layout issues on approved content (see Section 12).

All other requests made after final approval will incur a reopening fee (see Section 7.2), including content changes, design changes, animation adjustments, and additional features.

当您完成最终确认，且 ***XAMIYA Wedding 已正式发布电子请柬或交付 PDF 后，即视为订单已完成，项目正式结束。***

以下事项属于**交付流程，不会收取重开费：**

- RSVP 表单所有权移交（见第 9 条）
- 修正已确认内容的真实显示或排版问题（见第 12 条）

除此之外，最终确认后的任何要求，均需支付重开费（见第 7.2 条），包括内容修改、设计修改、动画调整及新增功能。

7.2 Reopening Fee | 重开费

After your e-invitation has been published or delivered, **any amendment, regardless of how minor, will incur a RM50 reopening fee per Amendment Round.**

To reduce costs, please **compile all amendment requests into one list before sending them to us. Separate amendment requests will each be treated as a separate Amendment Round and charged accordingly.**

电子请柬发布／交付后，**无论修改内容多少，每一轮修改均须支付 RM50 重开费。**

为节省修改费用，请**将所有修改内容整理成一份清单后一次提交。如分开或零散提交修改内容，每次提交均视为一轮修改，并分别收费。**

7.3 Current Rates & Availability | 当前收费与档期

Reopening requests will be charged according to XAMIYA Wedding's current rates and scheduled based on our availability. **Completion time is not guaranteed, especially during peak periods.**

重开修改将按 XAMIYA Wedding 当时的最新收费标准计算，并视档期安排处理。**完成时间不作保证，尤其在旺季期间。**

7.4 Major Changes | 重大修改

Requests involving major changes may, at **XAMIYA Wedding's sole discretion, be treated as a new project** and quoted at XAMIYA Wedding's current rates.

涉及重大修改的请求，**XAMIYA Wedding 有权自行决定将其视为新项目**，并按当时的收费标准重新报价。

8. Customer Responsibility & Timely Feedback | 顾客责任与及时反馈

You **must respond to design drafts and information requests within 48 hours. Delayed feedback may affect the schedule** and result in delays or additional charges. **XAMIYA Wedding is not responsible for delays caused by late responses.**

XAMIYA Wedding reserves the right to place the project on hold until the required information or feedback is received.

您须于 **48 小时内回复设计稿及相关信息请求**。延迟回复可能严重影响制作进度，并导致整体流程延误或产生额外费用。**XAMIYA Wedding 不承担因您延迟回复所造成的任何延误。**

如顾客未按时提供资料或回复，XAMIYA Wedding 有权暂停项目，直至收到相关资料或回复为止。

9. Delivery & Handover | 交付与移交

9.1 Delivery Method | 交付方式

- Evite A / B Pro / B / C are delivered as a hosted ***e-invitation webpage (URL)***.
- ***Evite D is delivered as a PDF file only.***
- All e-invitations are delivered digitally.
- Evite A / B Pro / B / C 以托管 **电子请柬网页 (URL)** 形式交付。
- ***Evite D 仅以 PDF 文件形式交付。***
- 所有电子请柬均以电子方式交付。

9.2 RSVP Form (Not Included in Evite D) | RSVP 表单 (Evite D 不包含)

Evite A / B Pro / B / C all include an RSVP form. XAMIYA Wedding will create the RSVP form, transfer ownership to you, and provide basic setup guidance. This forms part of the delivery and is provided at no additional charge.

Once ownership has been transferred, ***you are responsible for managing the form*** and any guest data collected.

If the form is damaged, misconfigured, or becomes unusable due to your own edits or operation, any repair or rebuilding will be treated as a reopening request (see Section 7.2) and charged accordingly.

Evite A / B Pro / B / C 均包含 RSVP 表单。XAMIYA Wedding 将协助建立表单、移交所有权，并提供基本使用说明。以上属于交付内容的一部分，不另行收费。

所有权移交后，表单及宾客资料将由**您自行负责管理**。

如因您自行编辑、误操作或修改导致表单损坏、设定错误或无法使用，**修复或重建将视为重开修改（见第 7.2 条）**，并按相关收费标准处理。

9.3 Complimentary Hosting | 免费网页托管

XAMIYA Wedding currently provides complimentary hosting for your e-invitation webpage. This service is provided free of charge and is not a lifetime or guaranteed service.

We reserve the right to modify, suspend, limit, or discontinue the hosting service at any time, including introducing a hosting period or hosting fees. Where reasonably practicable, advance notice will be provided.

XAMIYA Wedding is not responsible for any interruption or unavailability caused by third-party platforms, hosting providers, technical issues, or other circumstances beyond our reasonable control.

XAMIYA Wedding 目前免费提供电子请柬网页托管服务。此服务免费提供，并非永久或保证提供的服务。

我们保留随时修改、暂停、限制或终止托管服务的权利，包括设定托管期限或收取托管费用。在合理情况下，我们会提前通知您。

因第三方平台、托管服务商、技术问题或其他超出 XAMIYA Wedding 合理控制范围的因素导致网页中断、停机或无法使用，XAMIYA Wedding 概不负责。

10. Payment Terms | 付款条款

- **Evite A:** A non-refundable **RM200 deposit (50%)** is required upon ordering. **The remaining 50% balance must be paid before website launch.**
- **Evite B Pro / B / C / D: Full payment** is required upon ordering.

For **Evite A**, the website will only be published after full payment has been received. If the balance remains unpaid, the **project will remain at the approved design stage** and will not proceed to publication.

- Evite A：下单时须支付 **RM200（50%）不可退还订金**，剩余 **50% 尾款须于网页发布前付清**。
- **Evite B Pro / B / C / D**：下单时须支付 **全额款项**。

对于 **Evite A**, XAMIYA Wedding **仅会在收到全额款项后正式发布电子请柬**。若尾款未结清, **项目将停留于定稿阶段**, 不会进行正式发布。

11. Cancellation & Refund Policy | 取消与退款政策

11.1 Non-Refundable & Cancellation by You | 不退款与顾客取消

All payments, including deposits, are non-refundable. Once the final design has been approved, the order cannot be cancelled. If you cancel before final approval, all payments made remain non-refundable.

In exceptional circumstances, XAMIYA Wedding may, at its sole discretion, consider a partial goodwill refund based on the work completed.

所有已支付款项 (包括订金) 概不退还。 最终设计确认后, 订单不得取消。若您于最终确认前取消订单, 已支付款项仍不予退还。

特殊情况下, XAMIYA Wedding 可视已完成的工作进度, 自行酌情决定是否提供部分善意退款。

11.2 If XAMIYA Wedding Cannot Deliver | 若 XAMIYA Wedding 无法交付

If XAMIYA Wedding is unable to complete your order due to reasons directly caused by us (excluding circumstances stated in Sections 16–17), **we will either complete the remaining work or provide a fair refund for the unfinished portion, depending on the circumstances.**

如因 XAMIYA Wedding 原因 (不包括第 16–17 条所述情况) 导致无法完成您的订单, **我们将视情况完成相关工作, 或按未完成部分提供合理退款。**

12. Display & Compatibility Disclaimer | 显示与兼容性声明

12.1 Display Variations | 显示差异

Due to differences in devices, screen sizes, operating systems, and browsers, **XAMIYA Wedding cannot guarantee identical display on every device. Minor differences in colours, fonts, spacing, animations, or layout are normal and are not considered defects.**

XAMIYA Wedding is not responsible for display issues caused by outdated devices or browsers, in-app browsers, or unstable internet connections.

由于不同设备、屏幕尺寸、操作系统及浏览器存在差异，**XAMIYA Wedding 无法保证电子请柬于所有设备上均完全一致显示。颜色、字体、间距、动画或版面出现轻微差异均属正常情况，不视为瑕疵。**

XAMIYA Wedding 不承担因设备或浏览器过旧、应用程式内建浏览器或网络不稳定所造成的显示问题。

12.2 Display Standard | 显示标准

Our e-invitations are designed and optimized for mobile phones in portrait mode. The bride's phone, groom's phone, and one XAMIYA Wedding testing device will be used as the display reference.

We will perform one reasonable display adjustment on these reference devices. Once completed, our display obligations are fulfilled.

电子请柬以手机直向（竖屏）为设计及优化标准，并以新郎、新娘的手机及一台 XAMIYA Wedding 测试设备作为显示参考。

我们将于上述设备进行一次合理的显示调整；完成后，即视为已履行显示调整责任。

13. Intellectual Property & Copyright | 知识产权与版权

13.1 Ownership | 所有权

All designs, templates, animations, and source files (including custom Evite A designs) remain the intellectual property of XAMIYA Wedding.

You are granted a licence to use the final e-invitation for your own wedding only. Resale, redistribution, or use for other events or commercial purposes is prohibited.

所有设计、模板、动画及源文件（包括 Evite A 定制设计）均属于 XAMIYA Wedding 的知识产权。

您仅获授权将最终电子请柬用于本人婚礼，不得转售、转载、分享、重复使用，或用于其他活动及商业用途。

13.2 Personal Information | 个人资料

Your personal information belongs to you. XAMIYA Wedding will only use it to create, deliver, and host your e-invitation, and will never reuse or sell it.

您的个人资料归您所有。 XAMIYA Wedding 仅会用于制作、交付及托管电子请柬，绝不会出售或用于其他顾客。

13.3 Portfolio Showcase | 作品展示

XAMIYA Wedding may showcase your design in our portfolio, website, advertising, or social media ***after all personal information has been removed or replaced.***

As no personal information will be disclosed, your consent is not required.

XAMIYA Wedding 有权于移除或替换所有个人资料后，将设计作品用于作品集、网站、广告或社交媒体展示。

由于 **公开展示不包含您的任何个人资料，因此无需另行征得您的同意。**

13.4 Design Reuse | 设计复用

All designs, including custom Evite A designs, remain the intellectual property of XAMIYA Wedding (see Section 13.1). We may reuse, adapt, and further develop design styles, layouts, colour schemes, decorative elements, animations, and design techniques for future templates or projects.

Such reuse does not constitute copying your e-invitation, as your personal information and content will never be reused.

所有设计（包括 Evite A 定制设计）均属于 XAMIYA Wedding 的知识产权（见第 13.1 条）。我们有权复用、改编及发展设计风格、版面、配色、装饰元素、动画及设计技法，并用于未来模板或项目。

上述设计元素的复用或改编不构成抄袭您的电子请柬，因为您的个人资料及内容绝不会重复使用。

14. Customer-Provided Content | 顾客提供的内容

14.1 Customer Responsibility | 顾客责任

You are responsible for the accuracy and legal rights of all content you provide, including names, wording, photos, music, and other materials. By providing such content, you confirm that you have the legal right to use it.

XAMIYA Wedding is not responsible for any copyright, trademark, privacy, or other third-party claims arising from the content you provide.

您须对所提供的所有内容（包括姓名、文案、照片、音乐及其他资料）**的准确性及合法使用权负责**。提交相关内容即表示您确认拥有其合法使用权。

XAMIYA Wedding 不承担因您提供内容所引起的任何版权、商标权、隐私权或其他第三方案赔偿责任。

14.2 Background Music | 背景音乐

Any background music added to your e-invitation is included strictly at your request. ***XAMIYA Wedding does not provide licensed music or verify the legality of any music on your behalf.***

任何加入电子请柬的背景音乐均根据您的要求添加。***XAMIYA Wedding 不提供授权音乐，亦不会代为确认音乐是否可合法使用。***

14.3 Copyright Claims | 版权投诉

If the background music is muted, removed, blocked, or the e-invitation webpage is ***restricted due to copyright issues***, XAMIYA Wedding shall not be held responsible. ***Where necessary, XAMIYA Wedding reserves the right to remove or replace the music to comply with copyright requirements.***

Any request to modify or replace the music thereafter will be treated as a reopening request and charged in accordance with Section 7.2 (RM50 reopening fee).

若因音乐版权问题导致背景音乐被静音、移除、屏蔽，或电子请柬网页受到限制，XAMIYA Wedding 概不负责。**如有需要，XAMIYA Wedding 有权移除或更换相关音乐，以符合版权规定。**

如您因此提出修改或更换音乐，将视为重开修改，并依第 7.2 条收费（重开费 RM50）。

15. Data Handling | 资料处理

15.1 Editable Source Files | 可编辑源文件

***XAMIYA Wedding will retain your editable source files for six (6) months after delivery.** *After this period, the source files may be archived or permanently deleted without prior notice.

Once the source files have been deleted, the original design can no longer be modified. ***Any future work will be treated as a new project (see Section 7.4).***

XAMIYA Wedding 将于交付后保留您的可编辑源文件 6 个月。 期限届满后，源文件可能会被归档或永久删除，恕不另行通知。

源文件一经删除，将无法在原有设计上进行修改；**如需再次制作，将视为新项目（见第 7.4 条）。**

15.2 Hosted E-Invitation & Personal Data | 电子请柬托管与个人资料

Your hosted e-invitation webpage and personal information will be retained for as long as your e-invitation is hosted by XAMIYA Wedding.

You may request in writing to remove your hosted e-invitation webpage or delete your personal information at any time.

- If you request the removal of your hosted e-invitation webpage, it will be permanently taken down and cannot be restored.
- If you request the deletion of your personal information, your hosted e-invitation webpage will also be removed and cannot be restored.

您的电子请柬网页及个人资料将在 XAMIYA Wedding 托管期间持续保存。

您可随时以书面方式申请删除电子请柬网页或删除个人资料。

- 如申请删除电子请柬网页，网页将永久下架且无法恢复。
- 如申请删除个人资料，电子请柬网页亦会同时下架，且无法恢复。

15.3 Keep Your Own Copy | 请自行备份

XAMIYA Wedding is not a backup or archiving service. We strongly recommend that you keep your own copy of your e-invitation and any content you wish to retain.

XAMIYA Wedding 并非备份或存档服务。我们强烈建议您自行保留电子请柬及任何您希望保存的内容副本。

16. Unforeseen Circumstances & Delays | 不可预见情况与延迟

We will use reasonable efforts to complete your order on time. However, technical issues, hosting or platform outages, public holidays, or other ***unforeseen circumstances may affect the production schedule***. We will notify you as soon as reasonably practicable, but ***XAMIYA Wedding shall not be liable for delays caused by circumstances beyond our reasonable control***.

我们将尽力按时完成您的订单，但因技术问题、托管 / 平台故障、公共假期等**不可预见的情况可能会影响进度**。我们尽快通知您，**但 XAMIYA Wedding 不对因我们无法控制的因素造成的延误负责**。

17. Force Majeure & External Factors | 不可抗力与外部因素

XAMIYA Wedding shall not be liable for any failure, delay, interruption, or service unavailability caused by circumstances beyond our reasonable control. As ***e-invitations are digital products that rely on third-party platforms and related services***, such circumstances include, but are not limited to:

- Natural disasters, pandemics, fire, war, strikes, or government actions;
- Scheduled or emergency maintenance of servers, hosting platforms, or digital infrastructure;
- Outages, downtime, or technical issues affecting third-party platforms or services;
- Temporary or permanent unavailability of the e-invitation webpage; and
- Any other circumstances beyond **XAMIYA Wedding's** reasonable control.

These circumstances are not considered product defects and do not constitute a breach of these Terms by XAMIYA Wedding.

XAMIYA Wedding 不承担因超出我们合理控制范围的情况所导致的任何未能履行、延误、中断或服务不可用的责任。**由于电子请柬属于数码产品，并依赖第三方平台及**

相关服务，此类情况包括但不限于：

- 天灾、疫情、火灾、战争、罢工或政府措施；
- 服务器、托管平台或数码基础设施的计划性或紧急维护；
- 第三方平台或服务发生中断、停机或技术故障；
- 电子请柬网页暂时或永久无法访问；以及
- 其他超出 XAMIYA Wedding 合理控制范围的情况。

上述情况不视为产品瑕疵，亦不构成 XAMIYA Wedding 违反本条款。

18. Acceptance of These Terms (Order & Payment) | 条款接受 (下单与付款)

These Terms & Conditions are provided to you before you place your order and make any payment. By making payment, you acknowledge that you have read, understood, and agreed to these Terms & Conditions.

本条款与条件已于您下单及付款前提供给您。一旦完成付款，即表示您已阅读、理解并同意遵守本条款与条件。

19. Evite D — PDF-Specific Terms | Evite D — PDF 专属条款

Evite D is a 2-page PDF e-invitation. It does not include a hosted webpage, RSVP form, animations, interactive features, or webpage hosting.

As Evite D does not include a hosted webpage, ***your project is considered officially completed once XAMIYA Wedding has successfully delivered the final PDF file to you, regardless of whether you have opened, downloaded, or viewed it.*** Please keep your own copy of the PDF file. ***Editable source files are retained for six (6) months only (see Section 15.1).***

If you choose to print the PDF yourself or through a third party, XAMIYA Wedding is not responsible for the printed result, including its colour, size, cropping, paper quality, or final appearance.

Evite D 为 2 页 PDF 电子请柬，不包含网页、RSVP 表单、动画、互动功能或网页托管服务。

由于 Evite D 不包含网页，**XAMIYA Wedding 成功将最终 PDF 文件发送给您时，即视为项目正式完成**，无论您是否已开启、下载或查看该文件。请您自行保留 PDF 文件

副本；可编辑源文件仅保留 6 个月（见第 15.1 条）。

若您自行或委托第三方印刷 PDF，XAMIYA Wedding 不对任何印刷成品负责，包括颜色、尺寸、裁切、纸质或最终效果。

19.1 Want a Webpage Later? | 日后想升级为网页？

As the delivery formats are completely different, **a PDF e-invitation cannot be converted into a hosted webpage. If you later require a webpage version, it will be treated as a new order / new project** and quoted at the current rates (Package upgrade policy in Section 5 does not apply).

因为媒介完全不同，**PDF 电子请柬无法转换为网页。如您日后需要网页版本，将视为新订单／新项目**，并按当时价格重新报价（第 5 条的配套升级政策不适用）

20. Governing Law & Jurisdiction | 适用法律与管辖

These Terms & Conditions are governed by the laws of Malaysia. Any dispute arising out of or in connection with these Terms shall be subject to the jurisdiction of the courts of Malaysia.

Nothing in these Terms limits any rights you may have under the Consumer Protection Act 1999 (Malaysia) or any other applicable law.

本条款与条件受马来西亚法律管辖及解释。因本条款引起或与本条款有关的任何争议，均受马来西亚法院管辖。

本条款不会影响您根据《1999 年马来西亚消费者保护法》或其他适用法律所享有的任何法定权利。

If any provision of these Terms is found to be invalid or unenforceable, that provision will be limited or removed to the minimum extent necessary, and the remaining provisions will continue in full force and effect. Where any term conflicts with your statutory rights, your statutory rights prevail.

若本条款任何一项被认定为无效或不可执行，该项将在必要的最小范围内被限制或删除，其余条款仍完全有效。任何条款与您的法定权利冲突时，以您的法定权利为准。

Final Reminder — By Ordering, You Agree to These Terms | 最后提醒——下单即表示同意本条款

By placing an order, you confirm that you have read, understood, and agreed to these Terms & Conditions.

下单即表示您已阅读、理解并同意本条款与条件。

Issued by Xamiya Enterprise (Company Registration No. 202203302650 [003451799-W]), operating under its brand Xamiya Wedding.

E-Invite Terms & Conditions · Version 2.2 · Effective date: 15/7/2026

由注册经营实体 Xamiya Enterprise (公司注册号 202203302650 [003451799-W]) 发布，以其品牌 Xamiya Wedding 经营。

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