

TERMS & CONDITIONS



Last Updated: 24 June 2026

These Terms & Conditions (“Terms”) govern your access to and use of the Ardion+ website at ardion.co, as well as purchases of Ardion+ products through the website.

By accessing this website or placing an order, you agree to be legally bound by these Terms. If you do not agree, please discontinue use of the website.

1. ABOUT ARDION+

Ardion+ is operated by:

Radlab Group Enterprise SA0647264-X

Business Address:
SS-02-20, Skypod Square,
Persiaran Puchong Jaya Selatan,
Bandar Puchong,
47100 Puchong, Selangor, Malaysia.

Email: hello@ardion.co

Customer Service: **+60 11-1196 5056**

In these Terms, “Ardion+”, “Radlab”, “we”, “us” and “our” refer to Radlab Group Enterprise SA0647264-X.

2. ELIGIBILITY & WEBSITE USE

By using this website or placing an order, you confirm that:

- you are at least 18 years old;
- you have the legal capacity to enter into a binding agreement;
- all information you provide is accurate, current and complete; and
- you will use the website only for lawful purposes.

We may refuse, cancel or limit an order where reasonably necessary, including where an order appears fraudulent, unauthorised, abusive, duplicated, inaccurate or inconsistent with these Terms.

3. PRODUCT INFORMATION & GENERAL WELLNESS POSITIONING

Ardion+ is a plant-based daily wellness beverage intended for general wellness as part of a balanced lifestyle.

Product descriptions, images, ingredient information, serving suggestions and other content on the website are provided for general information only. Please read the product label and directions before use.

Ardion+ is not a substitute for a balanced diet, professional medical advice or appropriate medical care. Customers with dietary requirements, allergies or other concerns should seek appropriate professional advice before use.

We may update product descriptions, packaging, ingredient information, availability or other product information from time to time. Minor packaging differences that do not materially affect the product will not ordinarily constitute a defect.

4. ORDERS & ACCEPTANCE

All purchases must be completed directly through **ardion.co** using the payment methods available at checkout.

Placing an order is an offer by you to purchase the selected product. An order confirmation email confirms that we have received your order, but does not necessarily mean that we have accepted it.

We may cancel an order before dispatch where necessary, including because:

- the product is unavailable;
- there is a pricing, technical or inventory error;
- payment is unsuccessful, declined or reversed;
- an Eligible Promotional Code was used incorrectly;
- we reasonably suspect fraud, unauthorised activity or misuse; or
- delivery cannot reasonably be completed.

Where we cancel an order before dispatch after payment has been successfully received, we will arrange an appropriate refund or reversal to the original payment method where applicable.

5. PRICES, DELIVERY CHARGES & PAYMENT

All prices are stated in Malaysian Ringgit (MYR), unless otherwise stated.

Unless another price is clearly displayed at checkout:

- One-Time Purchase: **RM178 per unit**
- Monthly Subscription: **RM132 per monthly billing cycle**

Eligible Promotional Codes may be made available from time to time, subject to the relevant code terms and availability. At the time these Terms are published, an eligible code may provide:

- One-Time Purchase: **RM132 per unit**
- Monthly Subscription: **RM98 per monthly billing cycle**

The price displayed at checkout and confirmed in your order or subscription confirmation email will apply to the relevant transaction.

Any applicable delivery charges will be shown before you complete payment. For subscription orders, any applicable delivery charge may recur with each successfully processed monthly order.

Payments are processed securely through **[PAYMENT SERVICE PROVIDER]**. We do not knowingly store full debit-card or credit-card details.

We may change prices for future purchases from time to time. Any price change affecting an active subscription, including a subscription using an Eligible Promotional Code, will be handled in accordance with Clause 8.6.

6. ELIGIBLE PROMOTIONAL CODES

Ardion+ may make Eligible Promotional Codes available through selected promotions, campaigns, collaborations or approved promotional or referral partners.

The following rules apply:

- An Eligible Promotional Code may only be used for the purchase type stated with that code.
- Codes must be entered at checkout and cannot be applied retrospectively after payment has been completed.
- Codes cannot be combined with vouchers, promotional codes, cashback offers or other discounts unless Ardion+ expressly states otherwise.
- The code applied when a subscription begins will apply to that subscription, subject to these Terms and any applicable pricing notice.
- Customers cannot replace an existing subscription code with another code after the subscription begins, except where Ardion+ confirms a genuine technical or system error.
- We may suspend, deactivate or restrict a code where there is fraud, misuse, technical error or a breach of applicable terms.
- Suspension or deactivation will generally affect future use only and will not retrospectively alter completed purchases.
- Where code misuse affects an unfulfilled order, we may cancel the affected order and arrange an appropriate refund or reversal.

No person or party sharing an Eligible Promotional Code is authorised to collect payment from customers, accept orders, process refunds, hold Ardion+ stock or act as Ardion+'s seller. All purchases, payments, fulfilment and customer support are handled directly by Radlab Group Enterprise through ardion.co.

7. ONE-TIME PURCHASE CANCELLATIONS

You may request cancellation of a One-Time Purchase by emailing hello@ardion.co within **one (1) hour** of receiving your order confirmation.

We will process a valid cancellation request received within this period where the order has not already entered fulfilment or been dispatched.

Once an order has entered fulfilment, been dispatched or delivered, it cannot be cancelled merely because you have changed your mind. This does not affect any rights or remedies available to you under applicable law or our Refund, Returns & Cancellation Policy.

8. MONTHLY SUBSCRIPTION

8.1 Rolling Monthly Subscription

A Monthly Subscription is a rolling monthly arrangement. It is **not** a 12-month contract, lock-in period or minimum payment commitment.

By subscribing, you authorise Ardion+ and **[PAYMENT SERVICE PROVIDER]** to charge your selected payment method automatically each month until you cancel your subscription in accordance with these Terms.

8.2 Billing Date

Your first subscription payment is charged at checkout.

Your next billing date will be shown at checkout and in your subscription confirmation email. Unless otherwise stated, your subscription will renew on the same calendar date each month.

Where the original billing date does not exist in a particular month, your payment will be charged on the last calendar day of that month. The billing date will return to the original calendar date when that date is available again.

8.3 Cancellation of Subscription

You may cancel your subscription at any time by emailing hello@ardion.co.

To avoid the next monthly charge, we must receive your cancellation request at least **three (3) calendar days before** your next billing date.

For example, if your next billing date is on the 10th of the month, we must receive your cancellation request no later than 11:59 p.m. Malaysian time on the 6th of that month.

Cancellation stops future billing. We will send an email acknowledgement after processing your cancellation request.

If a monthly payment has already been successfully processed and your order is already being fulfilled, your cancellation will take effect from the following billing cycle. The already-processed monthly payment will not be refunded merely because you later change your mind, subject to valid product or order issues and applicable law.

8.4 Failed Payments

If a subscription payment fails, we may attempt to process the payment up to two additional times within seven calendar days after the initial failed payment.

We may notify you by email when a payment fails and may ask you to update your payment method where this function is available through **[PAYMENT SERVICE PROVIDER]**.

No monthly order will be processed or dispatched for an unsuccessful billing cycle unless payment is successfully completed.

If payment remains unsuccessful after the final retry attempt, your subscription may end automatically. You may place a new subscription order through ardion.co at any time, subject to then-current availability and pricing.

8.5 Subscription Delivery

Each successful monthly subscription payment creates a new monthly product order for delivery to your selected address, subject to stock availability and our Delivery Policy.

You are responsible for ensuring that your delivery address and contact details remain accurate. Address changes should be submitted before the relevant monthly order enters fulfilment.

8.6 Subscription Price Changes

We may revise subscription pricing from time to time. Where a price change affects an active subscription, we will provide at least **30 calendar days' prior notice** by email before the revised price takes effect.

Any revised price will apply only to future billing cycles. You may cancel your subscription before the revised price takes effect.

9. REFUNDS, RETURNS & REMEDIES

Our Refund, Returns & Cancellation Policy forms part of these Terms.

We do not offer refunds merely because a customer changes their mind after:

- a One-Time Purchase has entered fulfilment or been dispatched; or
- a monthly subscription payment has been successfully processed and the relevant order is already being fulfilled.

This does not affect valid claims relating to:

- an incorrect item;
- a damaged, defective or expired item;
- an item not delivered;
- a duplicate charge;
- an unauthorised charge; or
- any right or remedy available under applicable law.

For verified product, delivery or payment issues, Ardion+ may offer a replacement, store credit, refund, payment reversal or another appropriate remedy, depending on the circumstances and applicable law.

10. DELIVERY

Delivery details, estimated processing times, shipping coverage, charges, tracking and failed-delivery procedures are set out in our Delivery Policy.

Delivery dates and timeframes are estimates only. Delays may occur due to courier operations, weather conditions, public holidays, remote-area servicing, incorrect delivery information or circumstances beyond our reasonable control.

Nothing in these Terms removes our responsibility to reasonably assist with legitimate delivery issues or provide an appropriate remedy where required.

11. CUSTOMER RESPONSIBILITIES

You are responsible for:

- providing accurate contact, billing and delivery information;
- checking product details before completing payment;
- keeping your order confirmation and payment records;

- following the product label, storage instructions and serving directions;
- ensuring that deliveries can be received at the address provided; and
- notifying us promptly if you believe there has been an error, unauthorised charge or issue with your order.

You must not misuse the website, interfere with its operation, use fraudulent payment methods, create false orders, misuse promotional codes or attempt to access systems or data without permission.

12. INTELLECTUAL PROPERTY

The Ardion+ name, logo, website content, product descriptions, graphics, photographs, branding, layout and other materials on the website are owned by or licensed to Radlab Group Enterprise SA0647264-X.

You may not copy, reproduce, publish, distribute, modify, use or exploit any part of the website or Ardion+ materials without our prior written permission, except for personal and non-commercial use of the website in accordance with these Terms.

13. LIMITATION OF LIABILITY

To the extent permitted by applicable law, Ardion+ will not be liable for indirect, incidental, special or consequential loss arising from the use of the website or products.

Nothing in these Terms excludes or limits any right, guarantee, remedy or liability that cannot lawfully be excluded or limited under applicable law.

14. FORCE MAJEURE

Ardion+ will not be responsible for delays or failure to perform where caused by circumstances beyond our reasonable control, including natural disasters, severe weather, public-health events, government restrictions, supply disruptions, system outages, courier disruptions or other unforeseen events.

This does not affect our obligation to provide any remedy that cannot lawfully be excluded.

15. PRIVACY

Our collection, use and disclosure of personal data are governed by our Privacy Policy.

By using the website or placing an order, you acknowledge that we may process your personal data as described in the Privacy Policy.

16. GOVERNING LAW & DISPUTES

These Terms are governed by the laws of Malaysia.

Where you have a concern about an order, payment, subscription, delivery or product issue, please contact us first at hello@ardion.co so that we can try to resolve the matter fairly and promptly.

Nothing in these Terms prevents you from exercising rights or seeking remedies available under applicable Malaysian law.

17. CHANGES TO THESE TERMS

We may update these Terms from time to time to reflect changes to our business, website, services, legal requirements or operating processes.

The latest version will be published on ardion.co with its effective date. Changes will generally apply prospectively.

Where a material change affects an active subscription, we will provide notice where reasonably required, including in accordance with Clause 8.6 for subscription price changes.

18. CONTACT US

For questions about these Terms, orders, cancellations or customer support, please contact:

Radlab Group Enterprise SA0647264-X

Email: hello@ardion.co

Customer Service: **+60 11-1196 5056**

Business Address:

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