

1) Donaa Ricca France - Terms & Conditions of Use

Welcome to Donaa Ricca France. By using our website, you agree to comply with the terms and conditions outlined here. These Terms govern your use of our website, services, and purchase of products.

1. Website Usage

- By accessing this website, you agree not to misuse the content, design, or intellectual property.
- All logos, trademarks, product images, and written content remain the sole property of Donaa Ricca France.
- Unauthorized reproduction, modification, or commercial use of our materials is strictly prohibited.

2. Product & Pricing

- All prices listed are in Malaysian Ringgit (RM).
- Prices are subject to change without prior notice due to promotions, currency fluctuations, or business needs.
- We reserve the right to cancel fraudulent or suspicious orders.

3. Orders & Payments

- Orders are confirmed only upon successful payment.
- Payment methods include credit/debit cards, online banking, and other approved gateways.
- Misuse of payment methods or providing false details may result in order cancellation.

4. Liability

- Donaa Ricca France is not responsible for damages resulting from misuse of our products.
- Product results may vary based on individual skin types, and customers are advised to read product ingredients carefully before purchase.

5. Amendments

- We reserve the right to revise, update, or replace these Terms. The latest version will always be available on our website.

2) Donaa Ricca France - Privacy Policy

Your privacy is important to us. This policy explains how we collect, use, and safeguard your data.

1. Data Collection

- We collect personal information such as name, contact number, email, shipping address, and payment details for order processing.
- Additional optional information (e.g., preferences) may be collected to improve customer experience.

2. Use of Data

- Data is used solely for fulfilling orders, processing payments, and delivering updates related to your purchase.
- We may use your information to send promotional newsletters if you subscribe (unsubscribe option always available).

3. Data Sharing

- We do not sell, rent, or trade your personal information to third parties.
- Data may be shared with logistics partners, payment providers, or legal authorities where necessary.

4. Security

- Transactions on our site are protected with SSL encryption.
- We take reasonable measures to safeguard your personal information against unauthorized access.

5. Customer Rights

- Customers may request to view, correct, or delete their personal information by contacting us at [your email here].

6. Updates

- Privacy policy may be updated periodically. Any major changes will be communicated on our website.

3) Donaa Ricca France - Delivery Policy

Our aim is to ensure fast and reliable delivery for every order.

1. Order Processing

- Orders are processed within 1–3 working days upon payment confirmation.
- Processing may take longer during promotional periods or holidays.

2. Delivery Timeframes

- West Malaysia: 3–5 working days.
- East Malaysia: 5–7 working days.
- International orders: 7–14 working days (subject to additional fees and customs clearance).

3. Tracking

- Once shipped, customers will receive tracking details via email or WhatsApp.
- Customers are responsible for tracking updates once the parcel is with the courier.

4. Delays

- Delivery delays caused by courier services, customs, or unforeseen events are outside our control, but we will assist customers in tracking parcels.

5. Failed Deliveries

- If a parcel is returned due to incomplete/incorrect address or unavailability, customers may need to bear re-delivery charges.

4) Donaa Ricca France - Return & Refund Policy

We want you to love your purchase. If not, here's how we can help.

1. Return Eligibility

- Returns are accepted within 7 working days of receipt.
- Items must be unused, unopened, and in their original packaging, including free gifts/samples (if any).

2. Return Process

- To initiate, email [your email here] within 7 working days with your order number, photos, or video evidence.
- Once approved, re-pack the item securely with proof of purchase and return form.
- Return shipping costs (RM10) will be deducted from the refund. Alternatively, we may provide courier instructions.

3. Refunds

- Refunds are processed to the original payment method within 7–14 working days after the return is received.
- Refunds cannot be issued to bank transfers; only credit/debit card refunds are available.

4. Damaged/Incorrect Orders

- If your item arrives damaged or incorrect, notify us within 7 working days.
- Provide photos/videos of the product and packaging.
- Depending on stock, we will provide a replacement or a full refund.

5) About Us

Donaa Ricca France – Secret of Beauty

Founded in Kuala Lumpur, Donaa Ricca France is built on the belief that beauty should be accessible, luxurious, and empowering. Our tagline, "Secret of Beauty," reflects our mission: to provide women with high-quality, halal-certified, and affordable beauty products that enhance confidence.

Every formula is crafted with precision, combining French elegance with modern innovation. We believe beauty should not only be luxurious but also inclusive and kind to all skin types.

Located in Taman Tasik Titiwangsa, Kuala Lumpur, Donaa Ricca France represents the harmony of global sophistication and Malaysian authenticity. More than just a brand, we are the secret companion to every woman's beauty journey.

6) Membership Privileges

Join the Donaa Ricca Membership Program and enjoy exclusive privileges:

1. Welcome Gift – A complimentary beauty gift upon sign-up.
2. Birthday Rewards – Exclusive discounts or free products during your birthday month.
3. Points Collection – Earn points for every RM spent and redeem them for future purchases.
4. Priority Access – Early access to new product launches and limited editions.
5. Member-only Promotions – Enjoy discounts, seasonal offers, and secret sales.
6. Beauty Workshops – Invitations to exclusive workshops, events, and beauty classes.
7. Free Samples – Complimentary samples with selected purchases.

7) Membership Terms & Conditions

By joining Donaa Ricca Membership, you agree to the following terms:

1. Eligibility

- Membership is free and open to individuals aged 18 and above.
- Only one account is allowed per person.

2. Points System

- Members earn points for purchases made via our official website or stores.
- Points have no cash value and cannot be exchanged for money.

3. Rewards

- Rewards and benefits are non-transferable and valid only for the registered member.
- Expired points or rewards cannot be reinstated.

4. Membership Usage

- Members must provide accurate details when registering.
- Misuse of membership, fraud, or suspicious activities may result in termination.

5. Updates

- Donaa Ricca France reserves the right to modify membership benefits, privileges, or terms at any time with prior notice published on our website.