

IMU Refund Request Form

Student ID

Full Name

IC. No.

Passport No.

Email Address

Phone Number

Reason of Refund

- ☐ Course Completion
- ☐ Cancellation
- ☐ Termination

Bank

- | | |
|---|---|
| ☐ Affin Bank | ☐ Deutsche Bank (M) Berhad |
| ☐ Agro Bank | ☐ Hong Leong Bank |
| ☐ Al-Rahji Bank | ☐ HSBC Bank |
| ☐ Alliance Bank | ☐ J.P.Morgan |
| ☐ Ambank | ☐ Kuwait Finance Bank |
| ☐ Bank Islam Malaysia | ☐ Maybank |
| ☐ Bank Kerjasama Rakyat Malaysia | ☐ Mizuho Bank |
| ☐ Bank Muamalat | ☐ OCBC Bank |
| ☐ Bank of America (Malaysia) Berhad | ☐ Public Bank |
| ☐ Bank of China | ☐ RHB Bank |
| ☐ Bank of Tokyo | ☐ Royal Bank of Scotland Berhad |
| ☐ Bank Simpanan Nasional | ☐ Standard Chartered Bank |
| ☐ BNP Paribas | ☐ Sumitomo Mitsui Bank |
| ☐ CIMB Bank | ☐ United Oversea Bank |
| ☐ Citibank | |

Bank Account

Remaining Balance (RM)

TERMS OF USE

TOP UP / RELOAD	
1	Print credits top-up are available in the amount of RM5, RM10, RM20, RM30 .
2	Transaction fees are waived for all top-up payment modes available (e.g. FPX, TnG, Grab). The top-up amount e.g. RM30 will be reflected in your International Medical University Malaysia ("IMU") student identification card/printing account (" Student ID ") as print credit (" Print Credit "). This service is managed by Canon's print management software system, namely uniFLOW.
3	Canon operates, manages, and owns the equipment (" Designated Equipment ") located at IMU's Bukit Jalil Campus (i.e. main campus) and Clinical Campus (i.e. Clinical Campus Seremban, Batu Pahat & Kluang). These Designated Equipment provide printing, photocopying and/or scanning services to all IMU's students (" Printing Services ").
4	Print Credit can be used for Printing Services only. It is not exchangeable and cannot be used for any other items or services.
5	Your Print Credit is not transferable to other printing account.

REFUND	
1	You may request for a refund by submitting the Refund Request Form to CMM-ServiceDelivery@cmm.canon.com.my . You are required to fill up a form for verification purpose and such refund is subject to our approval. There will be no administrative fees incurred.
2	Refund is only available upon course completion, cancellation, or termination . If you fail to request for a refund of your remaining Print Credit balance within 90 days upon your course completion, cancellation or termination, such remaining Print Credit balance of yours shall automatically be forfeited and cannot be refunded to you.
3	You will not be able to use your printing account when your refund is being processed.
4	If approved, you will receive your refund within thirty (30) working days .
5	Print credit refund is not applicable for the following scenarios. i. Incorrect print out colour option (Mono or Colour) ii. Incorrect page print option (Single sided or Double sided) iii. Incorrect page range or page number to be printed iv. Additional number of print copies v. Incorrect layout (Portrait or Landscape) vi. Incorrect paper source vii. Duplicate printout viii. Printout missing or forgot to collect after release For the avoidance of doubt, the examples listed above are not intended to be exhaustive.
6	If an incorrect amount of Print Credit has been credited into your Student ID/printing account after a top up, please notify us immediately at 1800-18-2001 or email Canon PrintCare (priority@cmm.canon.com.my) within thirty (30) days. For the avoidance of doubt, such claim shall be voided and invalid after the thirty (30) days period as stated herein.

Please read these Terms of Use carefully. When you access this portal ("<https://printtopup.imu.edu.my>"), you agree that you have read, understood and accept, without limitation or qualification, these terms of use set forth below and any additional terms of use set forth in any related website. These Terms of Use constitute a legally binding agreement ("**Agreement**") between you and Canon Marketing (Malaysia) Sdn. Bhd ("**Canon / us / we**"), we reserve the right to modify or update this Terms of Use at any time and changes will become immediately effective upon posting. By accessing or using the services provided by Canon, you agree to be bound by this Agreement and to the collection and use of your personal information as set forth in this Agreement and <https://my.canon/en/consumer/web/privacy>. Your continued use of the Canon Portal and our services will bind you to such changes and you should regularly visit this page to review the latest Terms of Use. If you do not agree to these Terms of Use, please do not continue to use the Canon Portal and the services provided by Canon.

Acknowledgement on the above

Signature : _____

Name : _____

Date :