



## Welcome to RGB Digital Store

This guide will show you how to navigate and place orders on our digital store in order for you to have the best digital shopping experience.

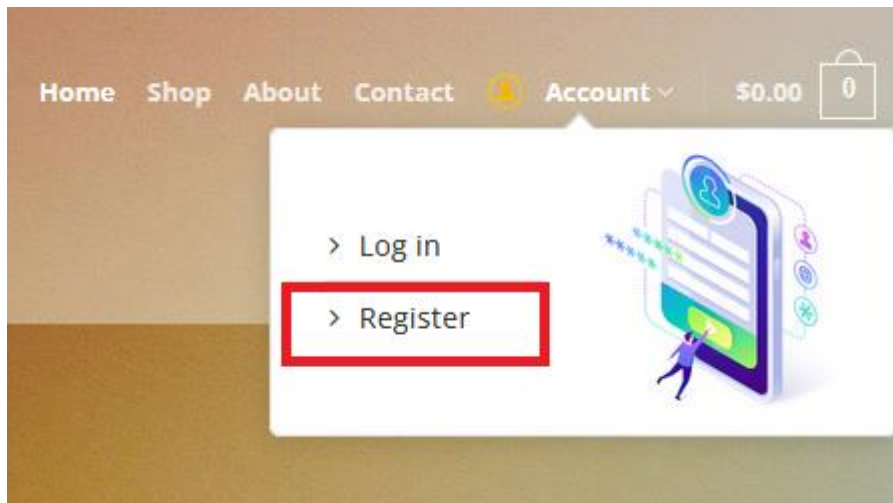
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# 1) Registration Process

New customers will have to complete the registration process at our digital store.

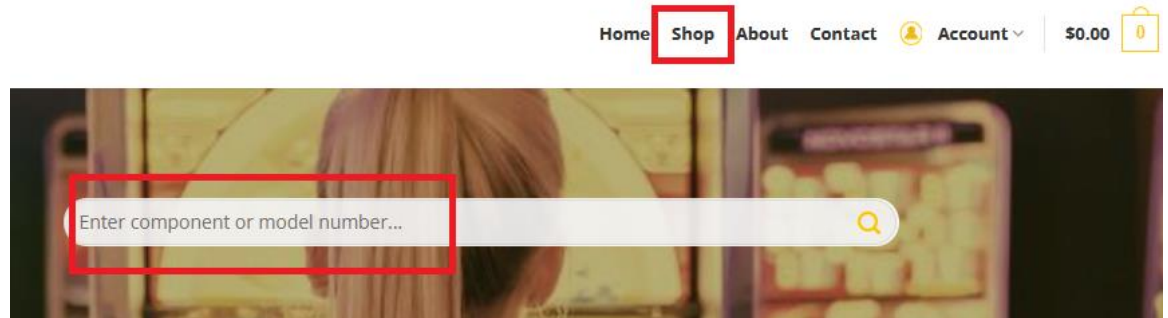
- Completed information will need to be submitted for due diligence process.
- Our Corporate and Regulatory Compliance (CRC) department shall provide an update on the registration status within 1 working day by sending notification to your registered email.
- Upon receiving the approval notification, you can log in to our digital store with your user account & start your digital shopping journey!



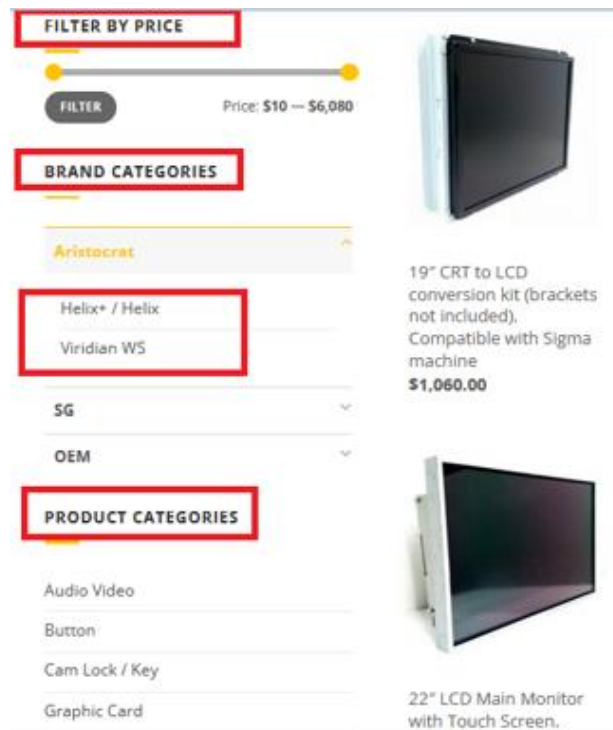
## 2) Searching for Products

You can search for products via 2 methods as described below:

- i) Navigate to **Shop** on the navigational bar on the top and search for the products using the search bar on that page. You can type in product keywords or product part number.



- ii) Navigate to **Shop** on the navigational bar on the top. You may filter for a product either by price, by brand, by cabinet model or by product category with the filters located on the left.



### 3) Placing Orders

- i) Once a product is selected, click on the product photo and proceed to insert the quantity. Once done, click on **ADD TO CART**.
- ii) You may then select **VIEW CART** to review and confirm your selected products.
- iii) In the SHOPPING CART page, you may click **CONTINUE SHOPPING** to add more products, or add more quantity. Remember to click **UPDATE CART** once done. Click on **PROCEED TO CHECKOUT** once you have ensured that your order is correct.
- iv) Kindly ensure that the billing and shipment details provided are correct. Then you may click on **PLACE ORDER** which will redirect you to the payment gateway.

**BILLING DETAILS**

  
   
  
 ▼  
   
  
  
  
  
 ▼

Select FedEx Hold at Location ▼

Ship to a different address?

First name  Last name

Company name

Select a country / region... ▼

Street address  Apartment, suite, unit, etc. (opt)

Town / City

State / County

Postcode / ZIP

Notes about your order, e.g. special notes for delivery.

**YOUR ORDER**

PRODUCT	SUBTOTAL
Helix+ - 27" LCD Main Monitor with Touch Screen (Part No. 171277-190) × 2	\$4,602.96
<b>Subtotal</b>	<b>\$4,602.96</b>
<b>Shipping</b> Enter your address to view shipping options.	
<b>Total</b>	<b>\$4,602.96</b>

**Direct bank transfer**

Make your payment directly into our bank account. Please use your Order ID as the payment reference. Your order will not be shipped until the funds have cleared in our account.

**PLACE ORDER**

Your personal data will be used to process your order, support your experience throughout this website, and for other purposes described in our privacy policy.

- v.) Once the payment process is completed, you may check your order status by going to **Account -> My Orders**. The status of each order will be shown accordingly.



## 4.) Checkout Amount Threshold (Per Order)





- 1) For orders (including shipment charges) amounting to **less than USD 2,223:**
  - Payment can be made via credit card / debit card.
  - Shipment charges will be shown at CHECKOUT DETAILS page.
  - Click **PLACE ORDER** to proceed for payment.
- 2) For orders (including shipment charges) amounting to **more than USD 2,223:**
  - Payment can be made by direct bank transfer.
  - Shipment charges will not show at CHECKOUT DETAILS page. Our logistics personnel will provide this detail via email within 3 working days.
  - You will receive payment details via email. Once payment is completed, please email payment advice along with order number to [store@rgbgames.com](mailto:store@rgbgames.com)

# USD = United States Dollar

## 5.) Shipment Terms

- 1) All order are subjected to Inco-term: CIF
- 2) Customers from outside Malaysia need to obtain relevant authorities' approval. Once relevant approvals are received and confirm your goods are allowed to be shipped, by clicking on **SHIP NOW** to upload approved document. We will then proceed to prepare & activate the shipment.

Home Shop About Contact  Account ▼ | \$0.00 

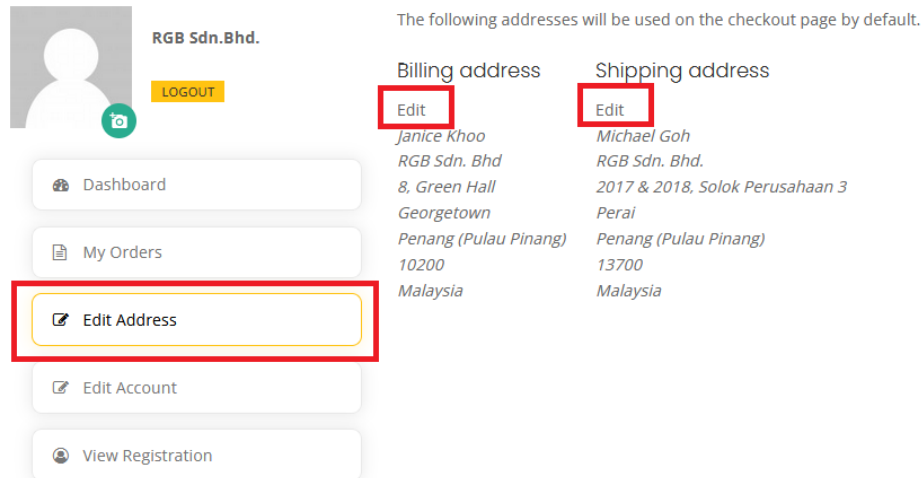
ORDER	DATE	STATUS	TOTAL	ACTIONS
#2087	October 1, 2021	On hold	\$815.33 for 5 items	   

## 6.) Updating Your Account Information

If you want to update your account information, go to **Account** -> **Edit Address** or **Edit Account**.

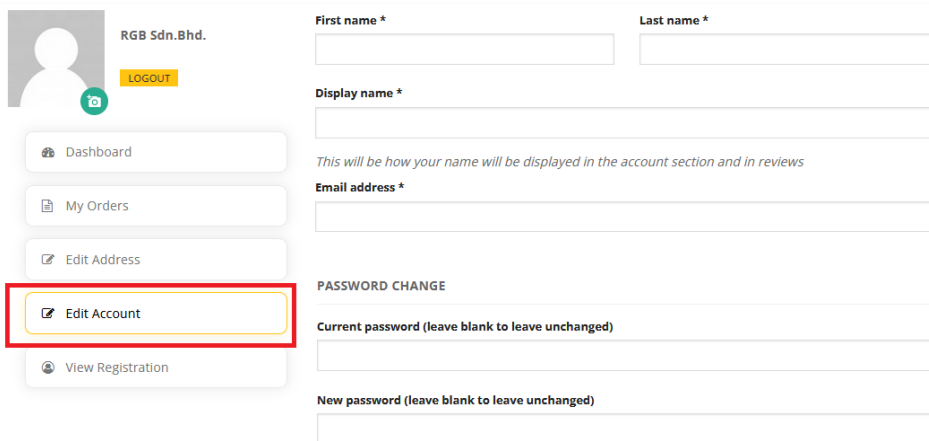


Then click on **Edit** to edit billing address or shipping address.  
(The addresses will be used on the checkout page by default)





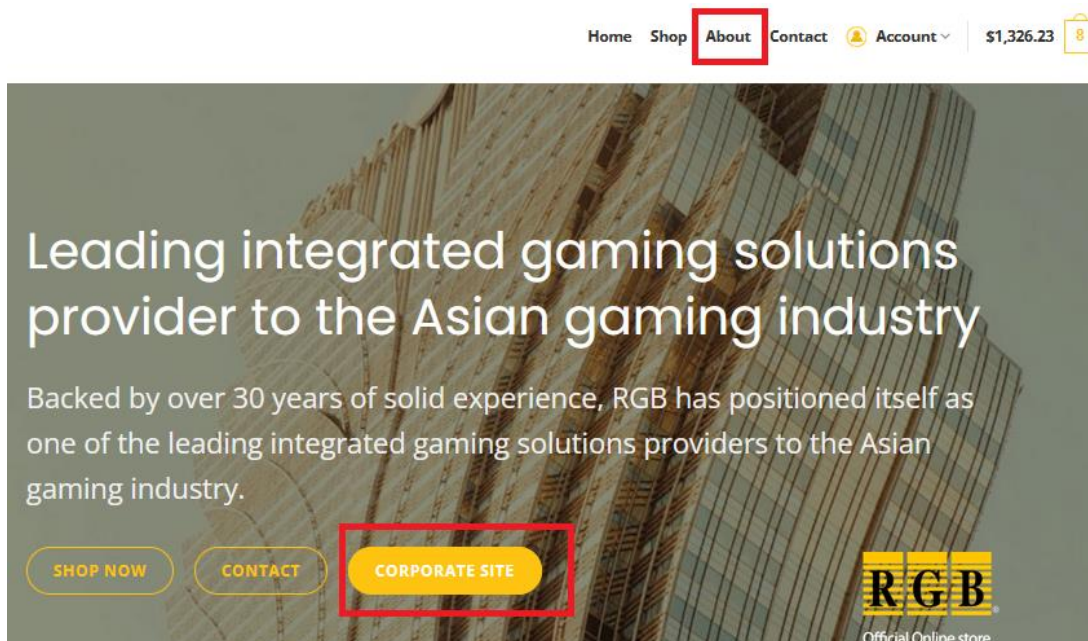
You may also click **Edit Account** to change name, email address or login account password.



The image shows a user account management page for RGB Sdn.Bhd. On the left, there is a user profile section with a placeholder for a profile picture and a 'LOGOUT' button. Below this are several menu items: 'Dashboard', 'My Orders', 'Edit Address', 'Edit Account' (highlighted with a red box), and 'View Registration'. The main content area contains form fields for 'First name \*', 'Last name \*', and 'Display name \*'. A note below the display name field states: 'This will be how your name will be displayed in the account section and in reviews'. Below this is an 'Email address \*' field. A section titled 'PASSWORD CHANGE' contains two fields: 'Current password (leave blank to leave unchanged)' and 'New password (leave blank to leave unchanged)'.

## 7.) Other Useful Information

If you wish to know more about us, you may go to our homepage → **About** → **CORPORATE SITE**. It will lead you to our corporate webpage.



The image shows a website navigation bar and a promotional banner. The navigation bar includes links for 'Home', 'Shop', 'About' (highlighted with a red box), 'Contact', 'Account' (with a dropdown arrow), and a shopping cart icon showing '\$1,326.23' and '8' items. The banner features a background image of a modern building under construction. The text on the banner reads: 'Leading integrated gaming solutions provider to the Asian gaming industry'. Below this, it states: 'Backed by over 30 years of solid experience, RGB has positioned itself as one of the leading integrated gaming solutions providers to the Asian gaming industry.' At the bottom of the banner, there are three buttons: 'SHOP NOW', 'CONTACT', and 'CORPORATE SITE' (highlighted with a red box). The RGB logo and 'Official Online store' are located in the bottom right corner of the banner.

More information can be obtained by following the links provided at the footer:

- Terms & Conditions = the rules and regulations that apply to fulfil order in our digital store between sellers & buyers.
- Shipments & Refunds = about the shipping terms, and conditions to claim for Return Merchandise Authorization (RMA)

