

DELIVERY POLICY

Nucleus Advisory Sdn Bhd

Effective Date: February 24, 2026

1. Introduction

This Delivery Policy outlines how Nucleus Advisory Sdn Bhd delivers digital self-assessment products to our customers. As a provider of AI-driven organizational consulting solutions, we specialize in psychometric assessments that are delivered electronically.

This policy applies to all self-assessment products available on our website at <https://nucleusadvisory.co>.

2. Digital Product Delivery

All our self-assessment products are digital in nature and delivered electronically. No physical products are shipped. Our assessment packages include:

- Entrepreneurial Leadership Potential (ELP) Self-Assessment
- Hi-Potential Plus (HiPo) Self-Assessment
- Future Skills (FS) Self-Assessment

2.1 Assessment Package Contents

Each assessment package (RM80.00 MYR) includes:

- Online access to psychometric assessments
- Personality, Work Styles, and Work Interest evaluations
- Cognitive assessments (for HiPo and FS packages)
- Compiled professional report
- 15-minute online consultation session with a Nucleus Advisory consultant

3. Delivery Timeframes

3.1 Standard Delivery

Upon successful payment confirmation:

- Assessment Access: Within 24 working hours (Monday to Friday, 9:00 AM - 6:00 PM Malaysia Time)
- Email Confirmation: Immediate automated email with order details
- Assessment Instructions: Sent within 24 working hours with login credentials and access links

3.2 Working Days Definition

Working days are defined as:

- Monday to Friday (excluding Malaysian public holidays)
- Business hours: 9:00 AM - 6:00 PM (Malaysia Time, UTC+8)

Orders placed outside business hours, on weekends, or public holidays will be processed on the next working day.

3.3 Consultation Session Scheduling

The included 15-minute consultation session will be scheduled:

- After completion of all assessment components
- Within 3-5 working days of assessment completion
- Based on mutual availability between customer and assigned consultant
- Via online video conferencing platform (Zoom, Microsoft Teams, or Google Meet)

4. Delivery Methods

4.1 Email Delivery

Primary delivery is via email to the address provided during checkout. Emails include:

- Order confirmation and receipt
- Assessment access instructions
- Unique login credentials
- Assessment platform URL

- Consultation scheduling link

4.2 Online Platform Access

Assessments are hosted on our secure online platform:

- Customers receive unique login credentials
- Platform accessible 24/7 once credentials are activated
- Assessments can be completed at the customer's own pace
- Progress is automatically saved

4.3 Report Delivery

Upon completion of all assessments:

- Compiled report generated within 24 working hours
- Report delivered via secure email attachment (PDF format)
- Report also available for download from customer dashboard

5. Delivery Confirmation

Customers will receive the following confirmations:

1. Order Confirmation: Immediate email upon successful payment
1. Assessment Access: Email with login credentials within 24 working hours
1. Completion Confirmation: Email after each assessment module is completed
1. Report Delivery: Email with report attachment upon completion
1. Consultation Scheduling: Email with confirmed appointment details

6. Delayed Delivery

In rare circumstances where delivery may be delayed:

- Technical Issues: If our platform experiences technical difficulties, we will notify customers via email with an estimated resolution time
- High Volume Periods: During peak periods, delivery may extend to 48 working hours
- Verification Requirements: Additional verification may be required for certain payment methods, potentially extending delivery time

If delivery is not completed within 48 working hours, customers should contact our support team immediately.

7. Access Issues and Support

If you experience issues accessing your assessment:

1. Check your email spam/junk folder for delivery emails
1. Verify the email address provided during checkout is correct
1. Contact our support team at enquiries@nucleusadvisory.co
1. Provide your order number and detailed description of the issue

Our support team will respond within 24 working hours to resolve access issues.

8. International Customers

Our digital products are available globally. International customers should note:

- All delivery timeframes are based on Malaysia Time (UTC+8)
- Consultation sessions will be scheduled considering time zone differences
- All prices are in Malaysian Ringgit (MYR)
- Currency conversion fees may apply based on your payment method

9. Changes to This Policy

Nucleus Advisory Sdn Bhd reserves the right to modify this Delivery Policy at any time. Changes will be effective immediately upon posting to our website.

10. Contact Information

For any questions regarding delivery, please contact us:

Nucleus Advisory Sdn Bhd

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