

## TERMS AND CONDITIONS

### REDEMPTION ON ENRICH POINTS FOR THE WELLBEING GROUP (TWG) E-GIFTCARD

#### (MALAYSIA ONLY)

#### [A] Redemption of The Wellbeing Group (TWG) e-GiftCard

1. Enrich member can redeem their Enrich Points for Enrich GiftCards via the Enrich Portal platform at: <https://enrich.malaysiaairlines.com/enrich.html>
2. Enrich Member are to log in to their Enrich account to redeem their Enrich Points for the Enrich GiftCards.
3. The Enrich GiftCards can only be redeemed at Enrich Online and may not be purchased with cash or credit card.
4. The amount of Enrich Points required for The Wellbeing Group (TWG)e-GiftCard is as follows: -
  - 2,040 Enrich Points for one (1) MYR 30 The Wellbeing Group (TWG) e-GiftCard
  - 3,400 Enrich Points for one (1) MYR 50 The Wellbeing Group (TWG) e-GiftCard
5. The redemption period is from 15<sup>th</sup> until 19<sup>th</sup> March 2023.
6. The Redemption is on full Points term only; no Points and Cash terms is allowed
7. Once redeemed, the redemption is non-refundable and cannot be exchanged for cash in part or full.
8. The appropriate Enrich Points will be deducted from the member's Enrich account and will not be refunded under any circumstances.
9. Enrich Members must have sufficient Points in their Enrich account to perform this redemption. In the event, Member do not have sufficient Points, redemption request will not be processed and top up with cash/credit card is strictly not allowed.
10. Enrich Member may opt to purchase Enrich Points via their Enrich account online as top up to be able to perform this Enrich GiftCard redemption.
11. Enrich Points from one Enrich account cannot be combined with another Enrich account to redeem for this Enrich GiftCards.
12. Enrich member will receive an email upon successful redemption. The email will not state the e-GiftCard redeemed but will state the steps on how to retrieve the e-GiftCard from the MH Mobile App.
13. To obtain the e-GiftCard, please download the MH Mobile App from Google Play Store or App Store.
14. Once redeemed, the e-GiftCard will be loaded onto the MH Mobile App under MH Voucher section after redemption has been made at Enrich Online. The e-GiftCard cannot be exchanged or substituted for other redemption campaign or other promotions offered by Malaysia Airlines.
15. The e-voucher can only be downloaded by the member who redeems the voucher. Transfer of the e-voucher to other Enrich member (s) is not allowed.
16. The e-GiftCard once redeemed is non-refundable and cannot be exchanged for cash in part or full once redeemed.
17. Redemption for this e-voucher code is subject to availability.

#### [B] Usage of The Wellbeing Group (TWG) e-GiftCard

1. The usage of this e-GiftCard for purchase of The Wellbeing Group (TWG) is valid in Malaysia only.
2. The value of this e-GiftCard is in Malaysian Ringgit (MYR).



MALAYSIA AIRLINES BERHAD  
(201401040794) (1116944-X)  
Administration Building, Southern Support Zone,  
KLIA, 64000 Sepang, Selangor, Malaysia.



3. The e-GiftCard format: Card number, Card PIN, Bar Code
4. The e-GiftCard validity once redeemed: 365 days from date of issue
5. The Wellbeing Group (TWG) e-GiftCard can only be used at physical stores in Malaysia except at the airports. For more information, please go to: <https://valiram.com/twg-tea-salon-boutique/store-locator/>
6. To use The Wellbeing Group (TWG) e-GiftCard, please show the card number or PIN Code or Bar Code to the cashier of the store upon payment.
7. Full terms and conditions, please go to: <https://valiram.com/gift-card-terms-and-conditions-malaysia/>

#### [C] General

1. Enrich reserves the right at any time to change, modify or cancel the Redemption rules prior without notice including regulations, benefits and conditions of participation. All other applicable terms and conditions shall apply. Please visit <https://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html>
2. The Terms and Conditions of the Redemption shall be construed, governed and interpreted in accordance with the laws of Malaysia. Enrich Member agrees to submit to the exclusive jurisdiction of the Courts of Malaysia over all matters arising from this Promotion.
3. The main language of the Terms and Conditions shall be the English language. Any translation to any other language than English shall be for convenience only. Should there be any discrepancies between the English Terms & Conditions and the translated version, the English Terms & Conditions shall prevail.
4. By participating in this Redemption, it is deemed that the Enrich Member have read and agreed to be bound by these Terms and Conditions. Any breach of these Terms and Conditions may, at Enrich's absolute discretion, result in forfeiture of any of the goods or services rendered. Enrich shall not be liable for any claim whatsoever resulting from the Member's participation in this Redemption.
5. Enrich will not be held responsible for any typographical errors or misprint under these Terms and Conditions.
6. Enrich will not be liable for the respective Merchant's failure or delay in providing the services to the Enrich Member.
7. Enrich will not be liable for any discrepancies, product damage or product non-deliverables to items upon purchase from the Merchant using the Enrich GiftCard.
8. Enrich Member may contact Enrich to report any issues pertaining to the redemption at: [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com)

/end.



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