

## TERMS AND CONDITIONS

### REDEMPTION ON ENRICH POINTS FOR ZALORA E-GIFTCARD

(MALAYSIA ONLY)

#### [A] Redemption of ZALORA 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 e-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 ZALORA e-GiftCard is as follows: -
  - 4,000 Enrich Points for one (1) MYR 50 ZALORA e-GiftCard
  - 8,000 Enrich Points for one (1) MYR 100 ZALORA e-GiftCard
5. The Redemption is on full Points term only; no Points and Cash terms is allowed.
6. Once redeemed, the redemption is non-refundable and cannot be exchanged for cash in part or full.
7. The appropriate Enrich Points will be deducted from the member's Enrich account and will not be refunded under any circumstances.
8. 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.
9. 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.
10. Enrich Points from one Enrich account cannot be combined with another Enrich account to redeem for this Enrich GiftCards.
11. 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.
12. To obtain the e-GiftCard, please download the MH Mobile App from Google Play Store or App Store.
13. Once redeemed, the e-GiftCard will be loaded onto the MH Mobile App under MHVoucher 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.
14. 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.
15. The e-GiftCard once redeemed is non-refundable and cannot be exchanged for cash in part or full once redeemed.
16. Redemption for this e-GiftCard is subject to availability.

#### [B] Usage of ZALORA e-GiftCard

1. The usage of this e-GiftCard is ONLY applicable at only at [www.zalora.com.my](http://www.zalora.com.my) or ZALORA mobile application.
2. The value of this e-GiftCard is in Malaysian Ringgit (MYR).
3. The e-GiftCards cannot be exchanged for Cash/Gift Cards/Credit Notes. No cash refund in part / full will be provided.
4. The e-GiftCards are non-refundable and non-transferable.
5. The e-GiftCards are non-reloadable.
6. The e-GiftCard format: Alphanumeric Codes
7. The e-GiftCard validity once redeemed: 365 days from date of issue
8. The e-GiftCard can only be used once. Products purchased using a e-GiftCards are not refundable in cash but only store credit.



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9. To use the ZALORA e-GiftCard, please click My Account and go to Store Credit to enter the e-GiftCard code. Enrich Member is required to apply the credit upon making payment at the checkout page.
10. The e-GiftCard is only good for a one-time use only.
  - If the total purchase is less than the value of the e-GiftCard, a store credit shall be issued for unused part of the e- GiftCard.
  - If the total purchase is more than the value of the e-GiftCard, you are required to pay the balance by cash/credit card.
11. Only valid e-Gift Cards will be accepted. Photocopied, reproduced, defaced or expired e-GiftCard will not be accepted.
12. The e-GiftCard can be combined with no maximum capping in single transactions.
13. The e-GiftCard validity is limited in time and such validity period stated. There will be no re-issuance of the e-GiftCard upon the expiry date. No replacements, extension or refund in cash will be given for expired e-GiftCard.
14. ZALORA and Enrich will not be liable and/or be required to offer replacement e-GiftCard, discounts, credits, cash or otherwise compensate customers for:
  - incorrectly redeeming for this e-GiftCard on Enrich Online
  - loss, theft, fraud, cancelled, discontinued, damaged or the member's public disclosure of the e-GiftCard.
  - improper use of, or inability to redeem, e-GiftCard; or
  - the inability to redeem the e-GiftCard due to technical issues.
15. ZALORA will not be responsible for lost card and no demand for replacement / compensation for the lost code will be entertained.
16. ZALORA reserves the right to amend the e-GiftCard usage terms & conditions at its discretion without prior notice.
17. The Terms of Service set out at <https://www.zalora.com.my/terms-of-use/> shall apply to all uses of the Gift Card.

#### [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)



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