

## **TERMS AND CONDITIONS**

### **REDEMPTION ON ENRICH POINTS FOR LAZADA E-GIFTCARD**

#### **(MALAYSIA ONLY)**

#### **[A] Redemption of Lazada 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 Lazada e-GiftCard is as follows: -
  - 2,400 Enrich Points for one (1) MYR 30 Lazada e-GiftCard
  - 4,000 Enrich Points for one (1) MYR 50 Lazada e-GiftCard
5. The redemption period is from Now until **28<sup>th</sup> February 2025**.
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 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.
15. The e-GiftCard can only be downloaded by the member who redeems the voucher. Transfer of the e-GiftCard to other Enrich member (s) is not allowed.
16. Once redeemed, the e-GiftCard is non-refundable and cannot be converted into any cash alternatives or exchanged for cash in part or full in lieu of the e-GiftCard value.
17. Redemption for this e-GiftCard is subject to availability.
18. Members are to contact Enrich at [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com) immediately from the date of redemption to report any issues pertaining to the redemption of this e-GiftCard. Request after three (03) days from the date of redemption will not be entertained and will be deemed as redeemed and utilized. No Points refund or replacement of e-GiftCard will be accommodated.



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## [B] Usage of Lazada e-GiftCard

1. The usage of this e-GiftCard for purchase of Lazada is valid in Malaysia only.
2. The value of this e-GiftCard is in Malaysian Ringgit (MYR).
3. The e-GiftCard format: Alphanumeric
4. The e-GiftCard validity once redeemed: 180 days from date of issue
5. A Lazada account has to be created on Lazada's platform in order to redeem the e-GiftCard.
6. Only one (1) e-GiftCard can be used for a single purchase and cannot be combined and accumulated
7. Enter the Lazada e-GiftCard at check-out at Lazada MY mobile app or at Lazada MY website.
8. At checkout, apply the Lazada gift card code at the "Enter Voucher Code" field. The gift card value will automatically be applied to all eligible orders.
9. The Lazada e-GiftCard code is only good for a one-time usage only during the validity period. No minimum purchase is required to redeem the e-GiftCard.
  - If the value of the order exceeds the value of the e-GiftCard, any outstanding order balance must be paid using a different payment method
  - If the value of the order is less than the value of the e-GiftCard, the remaining gift card value will be forfeited.
10. The e-GiftCard cannot be used with any other voucher in a single order at the time of checkout.
11. The e-GiftCard is not a cash voucher.
12. The e-GiftCard cannot be applied on shipping/courier charges.
13. Unused e-Gift Cards will expire after the validity date.
14. Lazada 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, expired, 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. The e-GiftCard issued shall not be "revalidated" i.e. no validity date changes under any circumstances including in the event of an expired Gift Card.
16. The e-GiftCard cannot be used in conjunction with any other discount, special offer or promotion.
17. The Gift Card cannot be applied on any digital goods, fine jewelry/gold, baby diapers, baby food, baby formula, tickets, vouchers, mobile top-ups and insurance products. For avoidance of doubt, this is not an exhaustive list and other items may be added to this list from time to time.
18. Lazada reserves the right to alter, cancel, terminate or suspend the e-GiftCard or any part thereof or any part of the applicable terms and conditions from time to time, with or without any prior notice.
19. Full terms and conditions, please go to: <https://www.lazada.com.my/terms-of-use/> (LAZADA GIFT CARDS)



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[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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