

## TERMS AND CONDITIONS

### REDEMPTION ON ENRICH POINTS FOR BASKIN ROBBINS E-CASH VOUCHER

(MALAYSIA ONLY)

#### [A] Redemption of Baskin Robbins e-Cash Voucher

1. This redemption is for the Baskin Robbins e-Cash Voucher and not e-GiftCard.
2. Enrich member can redeem their Enrich Points for Enrich GiftCards via the Enrich Portal platform at: <https://enrich.malaysiaairlines.com/enrich.html>
3. Enrich Member are to log in to their Enrich account to redeem their Enrich Points for the Enrich GiftCards.
4. The Enrich GiftCards can only be redeemed at Enrich Online and may not be purchased with cash or credit card.
5. The amount of Enrich Points required for the Baskin Robbins e-Cash Voucher is as follows: -
  - 1,800 Enrich Points for one (1) MYR 30 Baskin Robbins e-Cash Voucher
  - 3,000 Enrich Points for one (1) MYR 50 Baskin Robbins e-Cash Voucher
6. The redemption period is from Now until **28<sup>th</sup> February 2025**.
7. The Redemption is on full Points term only; no Points and Cash terms is allowed.
8. Once redeemed, the redemption is non-refundable and cannot be exchanged for cash in part or full.
9. The appropriate Enrich Points will be deducted from the member's Enrich account and will not be refunded under any circumstances.
10. 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.
11. 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.
12. Enrich Points from one Enrich account cannot be combined with another Enrich account to redeem for this Enrich GiftCards.
13. 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.
14. To obtain the e-GiftCard, please download the MH Mobile App from Google Play Store or App Store.
15. 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.
16. 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.
17. The e-GiftCard once redeemed is non-refundable and cannot be exchanged for cash in part or full once redeemed.
18. Redemption for this e-GiftCard is subject to availability.
19. 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.



## [B] Usage of Baskin Robbins e-Cash Voucher

1. The usage of this e-Cash Voucher is for purchase of Baskin Robbins products that is valid in Malaysia only.
2. The value of this e-Cash Voucher is in Malaysian Ringgit (MYR).
3. The e-Cash Voucher format: Voucher code and Bar code
4. The e-Cash Voucher validity once redeemed: valid until **28 February 2025**.
5. The Baskin Robbins e-Cash Voucher can only be used at physical stores at: <https://www.baskinrobbins.com.my/content/baskinrobbins/en/location.html>, except Genting First World, Genting Highlands Hotel and Genting Premium Outlet.
6. The e-Cash Voucher is not applicable to promotional items.
7. The e-GiftCard can only be used once and must be shown to the cashier of the participating store to be scanned into the Point-of-Sale system upon payment check-out. Once successful, the cash balance is then automatically deducted, and customer will need to check the total payable amount before complete payment.
8. To use the Baskin Robbins e-Cash Voucher, please show the Voucher code and Bar code to the cashier of the store upon payment.
9. The e-Cash Voucher is only good for a one-time use only.
  - If the total purchase is less than the value of the e-Cash Voucher, no refunds will be given.
  - If the total purchase is more than the value of the e-Cash Voucher, you are required to pay the balance by cash/credit card, subject to applicable taxes and charges.
10. Only valid e-Cash Voucher will be accepted. Photocopied, reproduced, defaced or not scannable/unclear, expired e-Cash Voucher will not be accepted.
11. The e-Cash Voucher can be combined up to three (03) vouchers with the same denomination value at one time.
12. The e-Cash Voucher validity is limited in time and such validity period stated. There will be no re-issuance of the e-Cash Voucher upon the expiry date. No replacements, extension, no refund in cash will be given for expired e-Cash Voucher.
13. The e-Cash Voucher is not usable with other voucher denominations i.e.: MYR 30 cash voucher cannot be combined with MYR 50 cash voucher and vice versa.
14. Baskin Robbins (Golden Scoop) and Enrich will not be liable and/or be required to offer replacement e-Cash Voucher, discounts, credits, cash or otherwise compensate customers for:
  - incorrectly redeeming for this e-Cash Voucher on Enrich Online
  - loss, theft, fraud, cancelled, damaged, discontinued or the member's public disclosure of the e-Cash Voucher.
  - improper use of, or inability to redeem, e-Cash Voucher; or
  - the inability to redeem the e-Cash Voucher due to technical issues.
15. This e-Cash Voucher is the property of Baskin Robbins (Golden Scoop)
16. Golden Scoop Sdn Bhd reserves the right to revise the e-Cash Voucher usage terms & conditions without prior notice.
17. Full terms and conditions, please go to:  
<https://www.baskinrobbins.com.my/content/baskinrobbins/en/termsfuse.html>



## [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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