

## TERMS AND CONDITIONS

### REDEMPTION ON ENRICH POINTS FOR LULU HYPERMARKET E-GIFTCARD

(MALAYSIA ONLY)

#### [A] Redemption of Lulu Hypermarket 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> and MH Mobile App.
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 may not be purchased with cash or credit card.
4. The amount of Enrich Points required for the Lulu Hypermarket e-GiftCard is as follows: -
  - 3,000 Enrich Points for one (1) MYR 50 Lulu Hypermarket e-GiftCard
  - 6,000 Enrich Points for one (1) MYR 100 Lulu Hypermarket 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.
13. To obtain the e-GiftCard, please download the MH Mobile App from Google Play Store or App Store or App Gallery.
14. In order to utilize the e-Voucher at physical stores, Enrich member is required to follow the steps below:
  - a) Login to MH Mobile app.
  - b) Tab on MHvoucher, then select My Voucher to view your Active Voucher
  - c) Select the voucher to utilize, and click 'USE NOW'
  - d) The barcode and voucher code will appear
  - e) Present the code to the Cashier at the physical store.
  - f) Once successful, e-GiftCard amount will be deducted from the total bill.

**Note:** For physical store redemption, please ensure you are at the merchant store before you click 'USE NOW'. The "USE NOW" tab can only be swiped ONCE and this action cannot be reversed.
15. 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 deemed as redeemed and utilized. No Points refund or replacement of e-GiftCard will be accommodated.



**MALAYSIA AIRLINES BERHAD**  
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KLIA, 64000 Sepang, Selangor, Malaysia.



## [B] Usage of Lulu Hypermarket e-GiftCard

1. The usage of this e-GiftCard is ONLY applicable at Lulu Hypermarket Malaysia.
2. The value of this e-GiftCard is in Malaysian Ringgit (MYR).
3. The e-GiftCard cannot be exchanged for Cash/Gift Cards/Credit Notes. No cash refund in part / full will be provided.
4. The e-GiftCards are non-reloadable.
5. The e-GiftCard format: 26 Digit Barcode or Card number and Card PIN
6. The e-GiftCard validity once redeemed: 365 days from date of issue
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 Lulu Hypermarket e-GiftCard, please show the bar code, or card number or card pin to the cashier of the store upon payment.
9. 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 credit note 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.
10. Only valid e-Gift Cards will be accepted. Photocopied, reproduced, defaced, expired or not scannable/unclear e-GiftCard will not be accepted.
11. The e-GiftCard can be combined up to five (05) in single transactions.
12. 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.
13. Lulu Group Retails Sdn. Bhd. 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.
14. Lulu Group Retails Sdn. Bhd. will not be responsible for lost card and no demand for replacement / compensation for the lost code will be entertained.
15. Lulu Group Retails Sdn. Bhd. reserves the right to amend the e-GiftCard usage terms & conditions at its discretion without prior notice.
16. Full terms and conditions, please contact the respective store locations.



[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 misprints 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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