

TERMS AND CONDITIONS

REDEMPTION ON ENRICH POINTS FOR GRAB RIDE SG E-GIFTCARD (SINGAPORE ONLY)

[A] Redemption of Grab Ride SG 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 Grab Ride SG e-GiftCard is as follows: -
 - 6,500 Enrich Points for one (1) SGD 20 Grab Ride SG e-GiftCard
5. The redemption period is from Now until **28th 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-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-GiftCard is subject to availability.
18. Members are to contact Enrich at 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.

[B] Usage of Grab Ride SG e-GiftCard

1. The usage of this e-GiftCard for purchase of Grab Ride is valid in Singapore only.
2. The value of this e-GiftCard is in Singapore Dollar (SGD).
3. The e-GiftCard format: URL (deeplink)
4. The e-GiftCard validity once redeemed: 180 days from date of issue
5. The e-GiftCard can only be used on Grab SG app and each code may only be used once.
6. To use the Grab Ride e-GiftCard, please follow these steps: -
 - Receive the notification via email
 - Click on 'Add to Grab App' to claim the e-GiftCard.
 - Proceed to 'Redeem in Grab App'.
 - Download Grab app if do not have the app.
 - Confirm on the account before adding to *My Rewards*.
 - Go to *My Rewards* to find the voucher there.
7. This e-GiftCard is not a cash voucher.
8. This e-GiftCard is not redeemable for cash or credit.



9. This e-GiftCard will not be replaced/reimbursed if lost, stolen or expired. Grab is not responsible for GrabGifts e-voucher that has been redeemed or misused by anyone other than the intended recipient.
10. This e-GiftCard is valid for 180 days from the date of purchase.
11. This e-GiftCard cannot be reissued/extended after expiry.
12. This e-GiftCard cannot be used to purchase other Grab vouchers.
13. This e-GiftCard can only be used once. Any remaining balance will be forfeited. If the value of your ride exceeds the value of GrabGifts e-voucher, any outstanding balance must be paid using a different payment method.
14. This e-GiftCard cannot be recharged/reloaded.
15. This e-GiftCard cannot be used with other promotions/vouchers/gift e-vouchers in a single ride at the time of booking.
16. This e-GiftCard cannot be cancelled/refunded.
17. This e-GiftCard can only be redeemed via the Grab app and used for Grab Rides only within the country of issuance.
18. After claiming the GrabGifts e-voucher on the Grab app, the GrabGifts e-voucher will be added under the ""My Rewards"" section. To utilise the GrabGifts e-voucher, go under ""My Rewards"" and select the e-voucher at the time of booking.
19. An active and valid Grab account is required to redeem the GrabGifts e-voucher. If app is not available, User will be prompted to download the Grab App from Google Play or Appstore.
20. Any outstanding balance after deducting the face value of the voucher must be paid in full using any payment mode.
21. Applicable for GrabCar and GrabTaxi rides only.
22. Toll-fees are not included in promo value.
23. Not applicable with other promotions or discounts.
24. This e-GiftCard must be fully utilised and any unutilised amount will be forfeited.
25. This e-GiftCard is not exchangeable for cash or points.
26. This e-GiftCard is only valid on Grab rides.
27. For full terms and conditions, please go to:
 - <https://gifts.grab.com/sg/terms-of-use/>
 - <https://gifts.grab.com/sg/terms-conditions-of-sale/>
 - <https://www.grab.com/my/terms-policies/privacy-notice/>

[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, it is Enrich 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

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