

## TERMS AND CONDITIONS

### REDEMPTION ON ENRICH POINTS FOR THE WELLBEING GROUP (TWG) E-GIFTCARD

#### (MALAYSIA ONLY)

#### **[A] Redemption of THE WELLBEING GROUP (TWG) e-Giftcard**

1. The THE WELLBEING GROUP (TWG) e-Giftcard (s) is available for redemption during the campaign period published in Enrich Website in a denomination offered with the amount of Enrich Points required specified in the campaign terms and conditions.
2. The TWG e-Giftcard can only be redeemed on Malaysia Airlines mobile app and Enrich Online (<https://enrich.malaysiaairlines.com/login>) and may not be redeemed or purchased with cash or credit card directly at any TWG stores.
3. The amount of Enrich Points required for the THE WELLBEING GROUP (TWG) e-Giftcard is as follows: -
  - 1,800 Enrich Points for one (1) MYR30 THE WELLBEING GROUP (TWG) e-Giftcard
  - 3,000 Enrich Points for one (1) MYR50 THE WELLBEING GROUP (TWG) e-Giftcard
4. The redemption period is from now until **28<sup>th</sup> February 2025**.
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 Member must have sufficient Points in their Enrich account to perform this redemption. In the event, Member does 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. Once redemption is successful, a Redemption Confirmation Order Email will be sent to the member's registered email address in the Enrich Profile.
12. The e-GiftCard cannot be exchanged or substituted for other redemption campaign or other promotions offered by Malaysia Airlines.
13. 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.
14. Redemption for this e-GiftCard is subject to availability.

#### **[B] Usage of THE WELLBEING GROUP (TWG) e-Giftcard**

1. The usage of this e-Giftcard for purchase of The Wellbeing Group (TWG) is valid in Malaysia only.
2. The value of this e-Giftcard is in Malaysian Ringgit (MYR).
3. The e-Giftcard format: Card Number, Card PIN, Bar Code
4. The e-Giftcard validity once redeemed: 365 days from date of issue

5. The THE WELLBEING GROUP (TWG) e-GiftCard can only be used at physical stores in Malaysia except at the airports. For more information, please go to: <https://valiram.com/twg-tea-salon-boutique/store-locator/>
6. In order to utilize the e-Giftcard at **physical stores**, Enrich Member is required to follow the steps below:
  - a. Login to Malaysia Airlines 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 Card number, Card PIN and Bar Code will appear.
  - e. Present the code to the Cashier at the physical store.
  - f. Once successful, RM30 or RM50 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 clicked ONCE and this action cannot be reversed.*

7. Full terms and conditions, please go to: <https://valiram.com/gift-card-terms-and-conditions-malaysia/>.
8. 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.

#### **[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).