

## TERMS AND CONDITIONS

### REDEMPTION ON ENRICH POINTS FOR ZALORA E-GIFTCARD

(MALAYSIA ONLY)

#### [A] Redemption of ZALORA e-Giftcard

1. The ZALORA 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 ZALORA 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 ZALORA stores.
3. The amount of Enrich Points required for the ZALORA e-Giftcard is as follows: -
  - 3,000 Enrich Points for one (1) MYR50 ZALORA e-Giftcard
  - 6,000 Enrich Points for one (1) MYR100 ZALORA 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 ZALORA e-Giftcard

1. The usage of this e-GiftCard is ONLY applicable at only at [www.zalora.com.my](http://www.zalora.com.my) or ZALORA mobile application.
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-refundable and non-transferable.

5. The e-GiftCards are non-reloadable.
6. The e-Giftcard format: Alphanumeric Codes
7. The e-Giftcard validity once redeemed: 365 days from date of issue
8. The e-GiftCard can only be used once. Products purchased using a e-GiftCards are not refundable in cash but only store credit.
9. To use the ZALORA e-GiftCard, please click My Account and go to Store Credit to enter the e-GiftCard code. Enrich Member is required to apply the credit upon making payment at the checkout page.
10. In order to utilize the e-Giftcard at **online 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 voucher code will appear.
  - e. Visit the online store, key in the e-Voucher code upon checkout.
  - f. Once successful, RM50 or RM100 will be deducted from the total bill.
11. The e-GiftCard is only good for a one-time use only and needs to be used in full.
  - If the total purchase is less than the value of the e-GiftCard, no refunds will be given.
  - If the total purchase is more than the value of the e-GiftCard, you are required to pay the balance by cash/credit card.
12. This e-GiftCard can be used during End of Season Sales, Promotions & Offers.
13. Only valid e-Gift Cards will be accepted. Photocopied, reproduced, defaced, expired or not scannable/unclear e-GiftCard will not be accepted.
14. The e-GiftCard can be combined with no maximum capping in single transactions.
15. 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.
16. ZALORA 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.
17. ZALORA will not be responsible for lost card and no demand for replacement / compensation for the lost code will be entertained.
18. ZALORA reserves the right to amend the e-GiftCard usage terms & conditions at its discretion without prior notice.
19. The Terms of Service set out at <https://www.zalora.com.my/terms-of-use/> shall apply to all uses of the Gift Card.
20. 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, in 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).