

SERVAY E-VOUCHER CODE REDEMPTION CAMPAIGN FOR ENRICH MEMBERS TERMS AND CONDITIONS

The Enrich and Servay e-voucher(s) Redemption Campaign (“Campaign”) is organised by Enrich by Malaysia Airlines Berhad (Organiser).

1. The Enrich and Servay e-voucher(s) Redemption Campaign is organised by Enrich by Malaysia Airlines Berhad (Company No. 201401040794 (1116944-X)), a company incorporated in Malaysia of having its registered office at Level 1, South Support Zone, 64000 Sepang, Selangor, Malaysia (hereinafter referred to “Organiser”)

and

2. Servay Hypermarket (Sabah) Sdn Bhd (Company No. 431729H (199701016232)), a company incorporated in Malaysia and having its registered office at Lot 1-3A, Ground Floor, Wong Kwok Commercial Centre, Bandar Penampang Baru, 89500, Sabah (hereinafter referred to as “Servay”)

[A] Redemption of Servay e-Voucher(s)

1. The Servay e-voucher(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 amount of Enrich Points for this Campaign is:

Servay e-Voucher	Enrich Points
RM20	1,200
RM50	3,000

3. The Campaign Period is as follow:

Redemption Period : 01 July 2024 – 6 June 2025 11:59PM (Malaysia time)
Usage Period : 01 July 2024 – 6 June 2025 11:59PM (Malaysia time)

4. The Servay e-voucher(s) can only be redeemed at Enrich Online at enrich.malaysiaairlines.com.
5. Once redeemed, the Servay e-voucher(s) is non-refundable, non-transferable and cannot be exchanged for cash or cheque in part or in full.
6. The appropriate Enrich Points will be deducted from the Enrich Member’s account and will not be refunded under any circumstances. Once the Servay e-voucher(s) has been redeemed, it is considered utilised even if not used.

7. Enrich Member must have sufficient Enrich Points in their Enrich account to redeem the Servay e-voucher(s). In the event, Enrich Member do not have sufficient Enrich Points, redemption request will not be processed and top up with cash/credit card is strictly not allowed.
8. The Redemption is on full Enrich Points term only; no Enrich Points + Cash terms is allowed.
9. Once redemption is successful, a Redemption Confirmation Order Email containing the link to retrieve the Servay e-voucher(s) will be sent to the Enrich Member's registered email address in the Enrich Online.
10. Redemption for this Servay e-voucher(s) is subject to availability.

[B] Usage of Servay e-voucher

1. The Servay RM20 & RM50 e-Voucher(s) are valid at all Servay Group branches (Servay Hypermarkets, Jayas and Express) physical store and online store. The e-voucher can be used one-time only.
2. The location of Servay's physical stores can be searched at servay.com.my/v4/stores.php and for Servay Online is at servayonline.com.
3. In order to utilise the Servay e-voucher(s), Enrich Member is required to follow below steps:
 - a. Enrich Member to click at the URL link in Redemption Confirmation Order Email and download the Servay e-voucher.
 - b. The Servay e-voucher is to be presented to the cashier of Servay Hypermarket, Jayas or Express store payment counter for physical store and to be inserted during checkout for online store.
 - c. At point of payment, the cashier will scan the barcode that appears on the Servay e-voucher and for online, Enrich Member will need to input upon checkout.
 - d. Once successful, the total amount of Servay e-voucher(s) redeemed will be deducted from the total bill.
 - e. Enrich Member is responsible to pay any difference of the total bill (over and above the amount of redeemed Servay e-Voucher(s)) by cash or credit card that is accepted at Servay Hypermarket physical store. Other payment types such as e-wallet is subject to the acceptance at Servay Hypermarket physical store.
4. In order to utilise the Servay RM20 & RM50 e-Voucher(s) at the Servay Hypermarket online store, Enrich Member is required to follow the steps below:
 - a. Enrich Member to click at the URL link in Redemption Confirmation Order Email and download the Servay e-voucher.
 - b. Upon checkout, Enrich Member has to key-in the e-voucher code numbers at the checkout page.
 - c. Enrich Member is responsible to pay any difference of the total bill (over and above the amount of the redeemed Servay e-Voucher(s)) by cash or credit card that is accepted at Servay Hypermarket online store. Other payment types such as e-wallet is subject to the acceptance at Servay Hypermarket online store.

5. Combination or stackable of multiple Servay e-voucher(s) is allowed in a single transaction.
6. The Servay e-voucher(s) is good for a one-time purchase only.
7. No minimum purchase is required to redeem the Servay e-voucher:
 - If the total purchase is less than the value of the Servay e-voucher, no refunds will be allowed.
 - If the total purchase is more than the value of the Servay e-voucher, member is required to top-up and pay any difference by cash/credit card that is accepted at Servay's physical and online store.
8. Purchases made with Servay e-voucher is not refundable or exchangeable.
9. There will be no re-issuance of the Servay e-voucher upon the expiry date. No replacements or extension will be allowed for expired or lost e-voucher.
10. The Servay e-voucher is valid in conjunction with any other promotions, discounts, and vouchers that is organised by Servay.
11. Servay and Enrich reserves the right to cancel or modify any order or revoke the use of the Servay e-voucher for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
12. Servay and Enrich will not be liable and/or be required to offer refund, replacement of Servay e-voucher, discounts, credits, cash or otherwise compensate customers for:
 - Incorrectly redeeming this e-voucher;
 - Discontinued or cancelled e-voucher;
 - Improper use of, or inability to redeem, a e-voucher; or
 - The inability to use an e-voucher due to technical issues.
13. Enrich will not be liable for any damage to goods or items redeemed at Servay Hypermarket physical store and online store. Enrich Member to contact Servay General Helpline at +6 011-6974 3932 or Servay Technical Support at +6 011 6999 9845 to report on any damage or product purchase related matters.
14. Enrich Members are to contact Enrich at enrich@malaysiaairlines.com immediately from the date of redemption to report any issues pertaining to the redemption of the e-voucher code. Request after three (3) days from the date of redemption will not be entertained and will deemed as redeemed and utilized. No refund of Enrich Points or replacement of e-voucher code will be accommodated.
15. All other applicable terms and conditions shall apply.

[C] General

1. The Organiser, its agents and employees shall not be liable for any loss or damage whatsoever suffered (including but not limited to indirect or consequential losses) or personal injury suffered or sustained in connection with or arising from either participation in this Campaign. Any dispute concerning goods or services received under this Campaign shall be settled between the Member and Servay, save for where the dispute is in relation to the Organizer's redemption portal, in which the Organizer shall be responsible to settle it with the said member. The Organizer shall bear no responsibility for resolving such disputes or for the dispute itself, save for where the dispute is in relation to the Organizer's redemption portal.
2. The Organiser is not liable for Servay failure or delay in providing the goods or services to Enrich Member.
3. The Organiser shall not be liable for any disruption to the Campaign, whether due to technical problems or otherwise, which is beyond its reasonable control. In the event of disruption to the Campaign, reasonable efforts shall be used to rectify the disruption and resume the Campaign on a fair and equitable basis to the Enrich Members.
4. The Organiser and Servay reserve the right at any time to change, modify or cancel the Campaign rules prior without notice including regulations, benefits and conditions of participation. All other applicable terms and conditions shall apply. Please visit malaysiaairlines.com/my/en/enrich/about-enrich/terms-conditions.html
5. The Terms and Conditions of the Campaign 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 Campaign.
6. 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 and Conditions shall prevail.
7. By participating in this Campaign, 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 the Organiser's absolute discretion, result in forfeiture of any of the goods or services rendered. The Organiser shall not be liable for any claim whatsoever resulting from the Member's participation in this Campaign.
8. The Organiser and Servay will not be held responsible for any typographical errors or misprint under these Terms and Conditions.