

## TERMS AND CONDITIONS

### Redemption of Enrich Points for BIG Pharmacy RM50 e-Voucher

The Enrich and BIG Pharmacy RM50 e-Voucher Redemption Campaign is organized by Enrich by Malaysia Airlines Berhad (Company No. 201401040794 (1116944-X)) a company incorporated in Malaysia and having its registered office at Level 1, South Support Zone, 64000 Sepang, Selangor, Malaysia (hereinafter referred to “Organizer”)

And

BIG Pharmacy Healthcare Sdn Bhd (Registration No 199801010752 (Company No 466880-D)), a company incorporated in Malaysia and having its registered office at 19, Jalan 15/23, Taman Perindustrian Tiong Nam, Section 15, 40200 Shah Alam, Selangor (hereinafter referred to as “BIG Pharmacy”)

#### [A] Redemption of BIG Pharmacy RM50 e-Voucher

1. The BIG Pharmacy RM50 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 required for this campaign is **3,000 Enrich Points** for one (1) x BIG Pharmacy RM50 e-Voucher.
3. The campaign period is as follows:

**Redemption period : 01 April 2024 – 31 March 2025 (11:59 PM, Malaysia Time)**

**Usage period : 01 April 2024 – 31 March 2025 (11:59 PM, Malaysia Time)**

4. The BIG Pharmacy RM50 e-Voucher can only be redeemed at [Enrich Online](#) and may not be redeemed or purchased with cash or credit card directly at any BIG Pharmacy outlets.
5. Once redeemed, the BIG Pharmacy RM50 e-Voucher (s) is non-refundable and cannot be exchanged for cash in part or full. However, the BIG Pharmacy RM50 e-Voucher is transferable and may be utilized by Enrich member’s family and/or friends and must be used within the Usage Period.
6. The appropriate Enrich Points will be deducted from the member’s Enrich account and will not be refunded under any circumstances. Once the BIG Pharmacy RM50 e- Voucher (s) has been redeemed, it is considered utilized even if not used.
7. Enrich Member must have sufficient Points in their Enrich account to redeem the BIG Pharmacy Voucher Code (s). If Member does not have sufficient Points, redemption request will not be processed and top up with cash/credit card is strictly not allowed.
8. The Redemption is on full Points term only; no Points + Cash terms is allowed.
9. Once redemption is successful, a Redemption Confirmation Order Email containing the steps to retrieve and utilize the BIG Pharmacy RM50 e-Voucher (s) will be sent to the member’s registered email address in the Enrich profile.

10. Redemption for this BIG Pharmacy RM50 e-Voucher (s) is subject to availability.

**[B] Usage of BIG Pharmacy RM50 e-Voucher**

1. The BIG Pharmacy RM50 e-Voucher (s) is valid at BIG Pharmacy's physical stores and e-store ([www.bigpharmacy.com.my](http://www.bigpharmacy.com.my)) and can be used one-time only.
2. The locations of BIG Pharmacy physical stores can be found at <https://bigpharmacy.com.my/big-store-locator>
3. In order to utilize the BIG Pharmacy RM50 e-Voucher (s), Enrich member is required to follow the steps below in the Redemption Confirmation Order Email (including to download Malaysia Airlines (MH) mobile application from Apple App Store & Google Play Store). The e-Voucher will be loaded onto MH mobile app under MHvoucher section.
4. The "Redeem" tab on the BIG Pharmacy RM50 e-Voucher can only be clicked **ONCE**. The BIG Pharmacy RM50 e-Voucher is considered used once the "Redeem" tab is clicked. This action cannot be reversed.
5. Member can utilize the e-Voucher via online or at BIG Pharmacy physical stores.
6. In order to utilize the BIG Pharmacy RM50 e-Voucher (s) at the **BIG Pharmacy e-store**, Enrich member is required to follow the steps below:
  - a. Select the BIG Pharmacy RM50 e-Voucher in MHvoucher section from the MH mobile app.
  - b. Click on the "Redeem" button to use the e-Voucher. A barcode and e-voucher code will be displayed.
  - c. Upon checkout, Enrich member has to key-in the e-voucher code numbers (24 digits below the barcode) at the Checkout page.
  - d. Once successful, RM50 will be deducted from the total bill.
7. In order to utilize the BIG Pharmacy RM50 e-Voucher (s) at the **BIG Pharmacy physical stores**, Enrich member is required to follow the steps below:
  - a. Select the BIG Pharmacy RM50 e-Voucher in MHvoucher section from the MH mobile app.
  - b. Click on the "Redeem" button to use the e-Voucher. A barcode and e-voucher code will be displayed.
  - c. The e-voucher code is to be presented to the cashier at BIG Pharmacy store's payment counter.
  - d. At point of payment, the Cashier will scan the barcode that appears on the BIG Pharmacy RM50 e-Voucher.
  - e. Once successful, the total amount of BIG Pharmacy RM50 e-Voucher (s) redeemed will be deducted from the total bill.
  - f. Combination of multiple BIG Pharmacy RM50 e-Voucher (s) is allowed in a single transaction.
8. Enrich member is responsible to pay any difference of the total bill (over and above the amount of redeemed BIG Pharmacy RM50 e-Voucher) by cash or credit card, whichever

- is accepted at BIG Pharmacy's e-store and physical stores. Other payment types such as e-wallet is subject to the acceptance at BIG Pharmacy's e-store and physical stores.
9. The BIG Pharmacy RM50 e-Voucher (s) is good for a one-time purchase only.
  10. The BIG Pharmacy RM50 e-Voucher is redeemable for all products.
  11. No minimum purchase is required to redeem the BIG Pharmacy RM50 e-Voucher (s)
    - a. If the total purchase is less than the value of the BIG Pharmacy RM50 e-Voucher, no refunds will be allowed.
    - b. If the total purchase is more than the value of the BIG Pharmacy RM50 e-Voucher, member is required to top-up and pay any difference by cash or credit card.
  12. Purchases made with BIG Pharmacy RM50 e-Voucher (s) is non-refundable and non-exchangeable.
  13. There will be no re-issuance of the BIG Pharmacy RM50 e-Voucher (s) upon the expiry date. No replacements or extension will be allowed for expired or lost voucher code.
  14. The BIG Pharmacy RM50 e-Voucher (s) is valid in conjunction with any other promotions, discounts, and vouchers that is organized by BIG Pharmacy.
  15. BIG Pharmacy and the Organizer reserves the right to cancel or modify any order or revoke the use of the BIG Pharmacy RM50 e-Voucher (s) for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
  16. BIG Pharmacy and the Organizer will not be liable and/or be required to offer refund, replacement of BIG Pharmacy RM50 e-Voucher (s), discounts, credits, cash or otherwise compensate customers for:
    - a. Incorrectly redeeming e-Voucher;
    - b. discontinued or cancelled e-Voucher;
    - c. improper use of, or inability to redeem, an e-Voucher; or
    - d. the inability to use e-Voucher due to technical issues
  17. Organizer will not be liable for any damage and adverse reaction (s) to goods, items or medicines purchased at BIG Pharmacy's physical store and e-store.
  18. Member to contact BIG Pharmacy Customer Service at [e-commerce@bigpharmacy.com.my](mailto:e-commerce@bigpharmacy.com.my), direct chat on Facebook/Instagram or WhatsApp at +6012 - 5215809 to report on any damage or product purchase related matters.
  19. Member may email Organizer at [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com) to report any issues pertaining to the e-Voucher code redemption.
  20. All other applicable terms and conditions shall apply.

### **[C] General**

1. The Organizer, 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 BIG Pharmacy. The Organizer shall bear no responsibility for resolving such disputes or for the dispute itself.

2. The Organizer is not liable for BIG Pharmacy's failure or delay in providing the goods or services to Enrich Member.
3. The Organizer 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 Organizer and BIG Pharmacy 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 <https://www.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 & 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 Organizer's absolute discretion, result in forfeiture of any of the goods or services rendered. The Organizer shall not be liable for any claim whatsoever resulting from the Member's participation in this Campaign.
8. The Organizer will not be held responsible for any typographical errors or misprint under these Terms and Conditions.

/end.