

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 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 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.
7. The Redemption is on full Points term only; no Points + Cash terms is allowed.
8. Once redemption is successful, a Redemption Confirmation Order Email will be sent to the member’s registered email address in the Enrich profile.

[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) 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 e-Voucher 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 voucher code will appear.
 - e. Present the code to the cashier at the physical store.
 - f. Once successful, 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.

4. In order to utilize the e-Voucher at **online stores**, Enrich member is required to follow the steps below:
 - a. Login to Malaysia Airlines 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 will be deducted from the total bill
5. The BIG Pharmacy RM50 e-Voucher (s) is good for a one-time purchase only.
6. The BIG Pharmacy RM50 e-Voucher is redeemable for all products.
7. Purchases made with BIG Pharmacy RM50 e-Voucher (s) is non-refundable and non-exchangeable.
8. 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.
9. The BIG Pharmacy RM50 e-Voucher (s) is valid in conjunction with any other promotions, discounts, and vouchers that is organized by BIG Pharmacy.
10. 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.
11. 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
12. 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.

13. Member to contact BIG Pharmacy Customer Service at 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.
14. Members are to contact Enrich at enrich@malaysiaairlines.com immediately within three (03) days from the date of redemption to report any issues pertaining to the redemption of the BIG Pharmacy RM50 e-Voucher. 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 BIG Pharmacy RM50 e-Voucher will be accommodated.
15. 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.