

TERMS AND CONDITIONS

Redemption of Enrich Points for Flower Chimp RM20 e-Vouchers

The Enrich and Flower Chimp RM20 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 as “Organizer”)

And

Limitless Technology Sdn Bhd (Registration 1187135-P), a company incorporated in Malaysia and having its registered office at 32, Jalan 51a/223, Seksyen 51a, 46100 Petaling Jaya, Selangor (hereinafter referred to as “Partner”).

Redemption Period : 01 April 2024 - 31 May 2025 (11:59 PM Malaysia Time)

Usage Period : 01 April 2024 - 31 May 2025 (11:59 PM Malaysia Time)

[A] Redemption of Flower Chimp RM20 e-Voucher

1. The Flower Chimp RM20 e-Voucher 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 **1,200 Enrich Points** for one (1) unit of Flower Chimp RM20 e-Voucher.
3. The Flower Chimp RM20 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 Flower Chimp.
4. Once redeemed, the Flower Chimp RM20 e-Voucher is non-refundable and cannot be exchanged for cash in part or full. However, the Flower Chimp RM20 e-Voucher is transferable and may be utilized by Enrich member’s family and/or friends within the Usage Period.
5. The appropriate Enrich Points will be deducted from the member’s Enrich account and will not be refunded under any circumstances. Once the Flower Chimp RM20 e-Voucher has been redeemed, it is considered utilized even if not used.
6. Enrich member must have sufficient Points in their Enrich account to redeem the Flower Chimp RM20 e-Voucher. If member does not have sufficient Points, redemption request will not be processed and top up with cash or credit card is strictly not allowed.
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 Flower Chimp RM20 e-Voucher

1. The Flower Chimp RM20 e-Voucher(s) is valid for use at Flower Chimp website at <https://www.flowerchimp.com/> and can be used one-time only.
2. Only **one (1)** Flower Chimp RM20 e-Voucher can be used in a single transaction.
3. In order to utilize the Flower Chimp RM20 e-Voucher (s), 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, RM20 will be deducted from the total bill.
4. No minimum purchase is required to utilize the Flower Chimp RM20 e-Voucher.
 5. Purchases made with Flower Chimp RM20 e-Voucher (s) are non-refundable and non-exchangeable.
 6. There will be no re-issuance of the Flower Chimp RM20 e-Voucher upon the expiry date. No replacements or extensions will be allowed for expired or lost e-Voucher.
 7. The Flower Chimp RM20 e-Voucher is valid in conjunction with any other promotions, discounts, and vouchers that are organized by Partner.
 8. Partner and Organizer reserves the right to cancel or modify any order or revoke the use of the Flower Chimp RM20 e-Voucher for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
 9. Partner and Organizer will not be liable and/or be required to offer refund, replacement of Flower Chimp RM20 e-Voucher, discounts, credits, cash or otherwise compensate customers for:
 - a. incorrectly redeeming an 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 an e-Voucher due to technical issues
 10. Organizer will not be liable for any damage to goods or items purchased at Flower Chimp website.
 11. Member to contact Partner Customer Service at **+60 33099 2323** or **info@flowerchimp.com** to report on any damage or product purchase related matters.
 12. Member may email Enrich at enrich@malaysiaairlines.com to report any issues pertaining to the Flower Chimp RM20 e-Voucher (s) redemption.
 13. Reports on any issues pertaining to the Flower Chimp RM20 e-Voucher (s) redemption are to be made within three (03) days from the date of redemption. Any reports or requests made after three (03) days from the date of redemption will not be entertained.
 14. 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 Partner. The Organizer shall bear no responsibility for resolving such disputes or for the dispute itself.
2. The Organizer is not liable for Partner's failure or delay in providing the goods or services to Enrich Member.
3. The Organizer and Partner reserves 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://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html>
4. 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.

5. 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 and Conditions and the translated version, the English Terms and Conditions shall prevail.
6. 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.
7. The Organizer will not be held responsible for any typographical errors or misprint under these Terms and Conditions.

/end.