

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 required for this Campaign is:

Servay e-Voucher	Enrich Points Required
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 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 Servay stores.
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 will be sent to the Member's registered email address in the Enrich profile.
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) listed in servay.com.my/v4/stores.php and online store (servayonline.com). The e-voucher can be used one-time only.
2. In order to utilize the e-Voucher at Servay's physical stores, Enrich member is required to follow the steps below:
 - a) Login to Malaysia Airlines mobile app.
 - b) Tap on MHvoucher, then select My Voucher to view your Active Voucher.
 - c) Select the voucher to utilize, and click 'USE NOW', the Redemption URL will appear.
 - d) Copy the Redemption URL, paste it into the browser address bar and click Search or Enter.
 - e) Present the Servay e-voucher to the cashier.
 - f) Once successful, e-Voucher amount will be deducted from the total bill.
 - g) Enrich Member is responsible to pay any difference of the total bill over and above the amount of redeemed Enrich Servay RM20 & RM50 e-Voucher (s) by cash or credit card, whichever is accepted at their physical stores.

***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.*
3. In order to utilize the e-Voucher (s) at Servay Online Store, Enrich member is required to follow the steps below:
 - a) Login to Malaysia Airlines mobile app.
 - b) Tap on MHvoucher, then select My Voucher to view your Active Voucher.
 - c) Select the voucher to utilize, and click 'USE NOW', the Redemption URL will appear.
 - d) Copy the Redemption URL, paste it into the browser address bar and click Search or Enter.
 - e) You may find the e-voucher code from the Servay e-voucher. Key in the code upon checkout at Servay Online Store.
 - f) Once successful, e-Voucher amount will be deducted from the total bill.
 - g) Enrich Member is responsible to pay any difference of the total bill over and above the amount of redeemed Enrich Servay RM20 & RM50 e-Voucher (s) by cash transfer or credit card, whichever is accepted at their online stores.
4. Combination or stackable of multiple Servay e-voucher(s) is allowed in a single transaction.
5. The Servay e-voucher(s) is good for a one-time purchase only.

6. No minimum purchase is required to redeem the Servay e-voucher:
 - a) If the total purchase is less than the value of the Servay e-voucher, no refunds will be allowed.
 - b) 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.
7. Purchases made with Servay e-voucher is not refundable or exchangeable.
8. 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.
9. The Servay e-voucher is valid in conjunction with any other promotions, discounts, and vouchers that is organised by Servay.
10. 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.
11. 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:
 - a) Incorrectly redeeming this e-voucher;
 - b) Discontinued or cancelled e-voucher;
 - c) Improper use of, or inability to redeem, a e-voucher; or
 - d) The inability to use an e-voucher due to technical issues.
12. 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.
13. 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 be deemed as redeemed and utilized. No refund of Enrich Points or replacement of e-voucher code will be accommodated.

[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 <https://enrich.malaysiaairlines.com/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.