

## **TERMS AND CONDITIONS**

### **ENRICH ROYAL SELANGOR E-VOUCHER REDEMPTION**

#### **[A] Redemption of Enrich Royal Selangor e-voucher**

1. The Enrich Royal Selangor 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 required for the Enrich Royal Selangor's e-voucher is as follows:
  - 3,000 Enrich Points for one (1) RM 50 Enrich Royal Selangor's e-voucher
  - 6,000 Enrich Points for one (1) RM 100 Enrich Royal Selangor's e-voucher
3. The campaign period is as follows:

Redemption period: 01 May 2025 – 30 April 2026 11:59 PM

Usage period: 01 May 2025 – 30 April 2026 11:59 PM

4. The Enrich Royal Selangor e-voucher can only be redeemed at Enrich Online (<https://www.malaysiaairlines.com/enrich-portal/login.html>) and Malaysia Airlines mobile app. The e-voucher may not be redeemed or purchased with cash or credit card directly at any Royal Selangor outlets.
5. Once redeemed, the Enrich Royal Selangor e-voucher is non-transferable, non-refundable and cannot be exchanged for cash in part or full.
6. The appropriate number of Enrich Points will be deducted from the member's Enrich account and will not be refunded under any circumstances. Once the Enrich Royal Selangor e-voucher 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 Enrich Royal Selangor e-voucher. In the event, member do not have sufficient Points, the 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. There is no limit to the number of Enrich Royal Selangor e-voucher (s) to be redeemed as long as Enrich Points are sufficient in member's account.
10. 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 Enrich Royal Selangor e-voucher**

1. The Enrich Royal Selangor e-voucher (s) is valid at Royal Selangor outlets for any of product(s) excluding new collections and limited-edition items during the campaign period as per **Schedule A**.
2. Combination of multiple Enrich Royal Selangor e-voucher (s) is allowed in a single transaction.
3. In order to utilize the e-voucher at physical stores, Enrich member is required to follow the steps below:
  - i. Download the Malaysia Airlines mobile app from Google Play Store or App Store
  - ii. Login to Malaysia Airlines mobile app.
  - iii. Tab on MHvoucher, then select My Voucher to view your Active Voucher.
  - iv. Select the voucher to utilize and click 'USE NOW'.
  - v. The camera function will prompt and scan the unique QR code at outlet.
  - vi. Present the codes to the Cashier upon payment.
  - vii. Once successful, RM50 or RM100 will be deducted from the total bill.
  - viii. The e-voucher can only be used by the member who redeems the e-voucher. Transfer of the e-voucher to other Enrich member (s) is not allowed.

- ix. Should the RM50 or RM100 e-voucher not appear in Malaysia Airlines mobile app, Enrich member required to uninstall and reinstall the Malaysia Airlines mobile app. Once ready, please repeat the above step (ii) until (vii) to redeem the e-voucher.

Note: Please ensure you are at the Royal Selangor's outlets to scan the unique QR code. Unique QR code is different at each outlet.

4. The Enrich Royal Selangor e-voucher can be used **ONCE only**. It is considered used once the code is displayed. This action cannot be reversed.
5. The Enrich Royal Selangor e-voucher (s) is good for a one-time purchase only.
6. No minimum purchase is required to redeem the Enrich Royal Selangor e-voucher.
  - If the total purchase is less than the value of Enrich Royal Selangor e-voucher, no refunds will be allowed.
  - If the total purchase is more than the value of the Enrich Royal Selangor e-voucher, member is required to top-up and pay any difference by cash/credit card that is accepted at Royal Selangor outlets.
7. The Enrich Royal Selangor e-voucher can only be used for payment excluding any taxes or service charges. The taxes or service charges should be paid by the member either in cash or credit separately.
8. There will be no re-issuance of the Enrich Royal Selangor e-voucher upon the expiry date. No replacements or extension will be allowed for expired or lost Enrich Royal Selangor e-voucher.
9. Royal Selangor and Enrich reserves the right to cancel or modify any order or revoke the use of the Enrich Royal Selangor e-voucher for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
10. Royal Selangor and Enrich will not be liable and/or be required to offer refund, replacement of Enrich Royal Selangor 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 a e-voucher due to technical issues
11. Enrich will not be liable for any defect or damage item purchase at Royal Selangor to the Enrich member.
12. Member to contact Royal Selangor outlets for any purchase inquiries.
13. Members are to contact Enrich at [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com) immediately from the date of redemption to report any issues pertaining to the redemption of the Enrich Royal Selangor e-voucher. Request after **three (03) days** from the date of redemption will not be entertained and will deem as redeemed and utilized. No Points refund or replacement of e-voucher will be accommodated.
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 Royal Selangor. The Organizer shall bear no responsibility for resolving such disputes or for the dispute itself.
2. The Organizer is not liable for Royal Selangor'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 Royal Selangor 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> and <https://www.royalselangor.com/uk/terms-conditions>.

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.

## Schedule A: List of Royal Selangor Outlets

### Malaysia

#### Kuala Lumpur

##### **Royal Selangor Visitor Centre**

Address: 4, Jalan Usahawan 6, Setapak Jaya, 53300 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur

##### **Royal Selangor Suria KLCC**

Address: 118B, Level 1, Ramlee Mall, Suria KLCC Kuala Lumpur City Centre, 50088, Kuala Lumpur

##### **Royal Selangor Pavilion**

Address: Lot 3.01.06 & C3.10.1A, Level 3 Pavilion Shopping Mall 168, 55100, Wilayah Persekutuan Kuala Lumpur

##### **Royal Selangor Plaza The Exchange TRX**

Address: L1.100.0, Level 1, Plaza The Exchange TRX, Persiaran TRX, Tun Razak Exchange, 55188 Kuala Lumpur

##### **Royal Selangor The Gardens**

Address: F 207 First Floor The Gardens, Mid Valley City Lingkaran Syed Putra, 59200, Kuala Lumpur

### Selangor

##### **Royal Selangor Sunway Pyramid**

Address: Lot G-1.39, Sunway Pyramid Mega Mall 3, Jalan PJS11/15, Bandar Sunway, 46150 Petaling Jaya, Selangor Darul Ehsan

##### **Royal Selangor 1 Utama**

Address: G 101, Ground Floor, 1 Utama Shopping Centre 1, Lebuhraya Bandar Utama, 47800, Petaling Jaya, Selangor Darul Ehsan

##### **Royal Selangor KLIA1 Satellite**

Address: SAT-P-A10 (GATE C21-C27) Passenger Level, Satellite Building Kuala Lumpur International Airport Terminal 1

##### **Royal Selangor KLIA2 Satellite**

Address: S6-2-A23 Terminal KLIA2, Jln KLIA2, 64000, Sepang, Selangor Darul Ehsan

### Johor

##### **Royal Selangor Komtar JBCC**

Address: Lot G 28, Ground Floor, Jalan Wong Ah Fook, 80000, Johor Bahru, Johor

### Penang

##### **Royal Selangor Gurney Plaza**

Address: 170-01-01A/31A First Floor, Plaza Gurney, 10250, Persiaran Gurney, Penang

**Royal Selangor Straits Quay**

Address: 3A-G-1, Straits Quay, Jalan Seri Tanjung Pinang, 10470, Tanjung Tokong, Penang

**Royal Selangor Penang International Airport**

Address: L2LFB04C, Level 2, Public Concourse, Departure Hall (Landside) Penang International Airport, 11900, Bayan Lepas, Penang

**Sabah****Royal Selangor Kota Kinabalu International Airport**

Address: L3 A08C, Aras 3, Kota Kinabalu International Airport, 88740, Kota Kinabalu, Sabah

**Royal Selangor Imago**

Address: Lot G-31A, Ground Floor, Imago KK Times Square, Off Jalan Coastal, 88100 Kota Kinabalu, Sabah