

TERMS AND CONDITIONS

KLOOK E-GIFT CARD REDEMPTION CAMPAIGN FOR ENRICH MEMBERS

The Enrich and KLOOK e-Gift Card Redemption Campaign is organized by Enrich by Malaysia Airlines Berhad (Organizer)

[A] Redemption of KLOOK e-Gift Card

1. The KLOOK e-Gift Card is available for redemption during the campaign period published in the 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, **4,000 Enrich Points for one (1) RM 50 KLOOK e-Gift Card code.**
3. The campaign period/redemption period is from **04 October 2021 – 31 December 2021 11:59 PM**
4. The KLOOK e-Gift Card can only be redeemed at using Enrich Points on Enrich Website and may not be purchased with cash or credit card.
5. Once redeemed, the KLOOK e-Gift Card is non-refundable and cannot be exchanged for cash in part or full. However, the KLOOK e-Gift Card is transferable and may be utilized by your family and/or friends subject to the same terms and conditions listed below.
6. The appropriate Enrich Points will be deducted from the member's Enrich account and will not be returned under any circumstances.
7. Enrich Members must have sufficient Points in their Enrich account to redeem the KLOOK e-Gift Card. In the event, Member do 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 term allowed.
9. Each Enrich Member is eligible to redeem up to a maximum of five (05) KLOOK e-Gift Cards only throughout the campaign period.
10. The KLOOK e-Gift Card will be sent to the registered email address with Enrich.
11. Redemption for this KLOOK e-Gift Card is subject to availability.
12. Enrich Members cannot earn KLOOK Credits from the redemption for the KLOOK e-Gift Card.
13. Enrich members will not earn Enrich Points for the RM50 KLOOK e-Gift card redemption.

[B] Usage of KLOOK e-Gift Card

1. The KLOOK e-Gift Card usage is only valid on KLOOK Booking Platforms; KLOOK's website and mobile app in Malaysia only.
2. The KLOOK e-Gift Card code is case-sensitive and must be redeemed correctly at www.klook.com/balance
3. There is no expiry date for these KLOOK e-Gift Card code.
4. Each KLOOK e-Gift Card code may only be redeemed once. Once the KLOOK e-Gift Card code is redeemed, the KLOOK e-Gift Card balance will be among the options with other payment methods which can be used at the checkout page.
5. Please note that Enrich Members will only be able to use the KLOOK e-Gift Card balance to purchase products and services in the currency shown on the KLOOK e-Gift Card.
6. Enrich Members can use other payment methods available on KLOOK Booking Platforms to cover any remaining amount in case the KLOOK e-Gift Card balance is insufficient.
7. No minimum purchase is required to use the KLOOK e-Gift Card balance.
8. The KLOOK e-Gift Card balance can be used in conjunction with any other discount, special offer or promotion, unless otherwise stated.
9. The KLOOK e-Gift Card balance can be used with KLOOK Credits and promo codes.
10. The KLOOK e-Gift Card balance cannot be refunded, withdrawn, re-transferred, sold to third parties, or exchanged for cash or other offers.
11. All products and services on the KLOOK Booking Platforms are subject to availability, and additional product-specific and/or service-specific terms.
12. KLOOK and Enrich reserves the right to cancel or modify any order or revoke the use of the KLOOK e-Gift Card for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.



13. KLOOK and Enrich will not be liable and/or be required to offer replacement KLOOK e-Gift Card, discounts, credits, cash or otherwise compensate customers for:
 - incorrectly redeeming this e-voucher,
 - discontinued or cancelled e-Gift Card code;
 - improper use of, or inability to redeem the KLOOK e-Gift Card;
 - the inability to redeem the KLOOK e-Gift Card due to technical issues; or
 - loss, theft, fraud, discontinued or cancelled or the member's public disclosure of the e-Gift Card code.
14. 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 KLOOK e-Gift Card. Request after 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 e-voucher will be accommodated.
15. Contact KLOOK's customer service at: support@klook.com to report any issues pertaining to the usage of the KLOOK e-Gift Card.
16. KLOOK e-Gift Card is subject to KLOOK's Gift Card Terms and Conditions and all other applicable terms and conditions at: <https://www.KLOOK.com/en-MY/conditions/>

[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 purchased by Enrich Members through KLOOK Booking Platforms; KLOOK's website and mobile app in Malaysia shall be settled between Enrich Member and KLOOK. The Organizer shall bear no responsibility for resolving such disputes or for the dispute itself.
2. The Organizer is not liable for KLOOK's failure or delay in providing the goods or services to Enrich Member.
3. The Organizer reserves the right at any time to change, modify or cancel the Campaign rules prior without notice including regulations, benefits and conditions of participation.
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.

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MALAYSIA AIRLINES BERHAD
(201401040794) (1116944-X)
Administration Building, Southern Support Zone,
KLIA, 64000 Sepang, Selangor, Malaysia.

