

TERMS AND CONDITIONS

Redemption of Enrich Points for Senheng RM100 e-Vouchers

1. The Enrich and Senheng RM100 e-Voucher Redemption Campaign is organized 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 “Organizer”)

And

Senheng Electric (KL) Sdn Bhd (Company No. 296691-X/199401011012), a company incorporated in Malaysia and having its registered office at 42B, 44B, Jalan Pandan 3/2, Pandan Jaya, 55100 Kuala Lumpur (hereinafter referred to as “Senheng”)

Redemption Period : 04 October 2021 to 30 November 2021 (11:59 PM, Malaysia Time)
Usage Period : 04 October 2021 to 31 December 2021 (11:59 PM Malaysia Time).

[A] Redemption of Senheng RM100 e-Voucher

1. The Senheng RM100 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 8,000 Enrich Points for one (1) x Senheng RM100 e-Voucher.
3. The campaign period is as follow:
 - **Redemption period : 04 October – 30 November 2021**
 - **Usage period : 04 October – 31 December 2021**
4. The Senheng RM100 e-Voucher can only be redeemed at Enrich Online (www.enrich.malaysiaairlines.com) and may not be redeemed or purchased with cash or credit card directly at any Senheng outlets.
5. There is no limit to the number of Senheng RM100 e-Voucher to be redeemed as long as Enrich Points are sufficient in member’s account and, the Senheng RM100 e-Voucher redemption is subject to availability on first-come-first-serve basis.
6. Once redeemed, the Senheng RM100 e-Voucher is non-refundable and cannot be exchanged for cash in part or full. However, the Senheng RM100 e-Voucher is transferable and may be utilized by Enrich member’s family and/or friends.
7. The appropriate Enrich Points will be deducted from the member’s Enrich account and will not be refunded under any circumstances. Once the Senheng RM100 e-Voucher has been redeemed, it is considered utilized even if not used.
8. Enrich Member must have sufficient Points in their Enrich account to redeem the Senheng RM100 e-Voucher. 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.
9. The Redemption is on full Points term only; no Points + Cash terms is allowed.
10. Once redemption is successful, a Redemption Confirmation Order Email containing the link to retrieve the Senheng RM100 e-Voucher will be sent to the member’s registered email address in the Enrich profile.
11. Redemption for this Senheng RM100 e-Voucher (s) is subject to availability.

[B] Usage of Senheng RM100 e-Voucher

1. The Senheng RM100 e-Voucher (s) is valid at all Senheng and senQ stores in Malaysia and can be used one-time only.
2. The locations of Senheng and senQ stores can be found at:
Senheng Store Locator : <https://www.senheng.com.my/store-locator>
senQ Store Locator : <https://www.senq.com.my/store-locator>
3. In order to utilize the Senheng RM100 e-Voucher (s), Enrich member is required to follow below steps:
 - a. Click at the link in the Redemption Confirmation Order Email and download the Senheng RM100 e-Voucher.
 - b. The Senheng RM100 e-Voucher is to be presented to the Cashier of Senheng/senQ store payment counter.
 - c. At point of payment, the Cashier will scan the bar code that appears on the Senheng RM100 e-Voucher.
 - d. Once successful, the total amount of Senheng RM100 e-Voucher (s) redeemed will be deducted from the total bill.
 - e. Enrich member is responsible to pay any difference of the total bill (over and above the amount of redeemed Senheng RM100 e-Voucher) by cash or credit card that is accepted at Senheng/senQ store. Other payment types such as e-wallet is subject to the acceptance at Senheng/senQ store.
4. Combination of multiple Senheng RM100 e-Voucher (s) is allowed in a single transaction.
5. The Senheng RM100 e-Voucher (s) is good for a one-time purchase only.
6. The Senheng RM100 e-Voucher is redeemable for any products except bill payment and reloads.
7. No minimum purchase is required to redeem the Senheng RM100 e-Voucher
 - If the total purchase is less than the value of the Senheng RM100 e-Voucher, no refunds will be allowed.
 - If the total purchase is more than the value of the Senheng RM100 e-Voucher, member is required to top-up and pay any difference by cash/credit card that is accepted at Senheng/senQ.
8. Purchases made with Senheng RM100 e-Voucher is not refundable/exchangeable.
9. There will be no re-issuance of the Senheng RM100 e-Voucher upon the expiry date. No replacements or extension will be allowed for expired or lost e-Voucher.
10. The Senheng RM100 e-Voucher is valid in conjunction with any other promotions, discounts, and vouchers that is organized by Senheng.
11. Senheng and Enrich reserves the right to cancel or modify any order or revoke the use of the Senheng RM100 e-Voucher for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
12. Senheng and Enrich will not be liable and/or be required to offer refund, replacement of Senheng RM100 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 an e-Voucher due to technical issues
13. Enrich will not be liable for any damage to goods or items redeemed at Senheng or its outlets.
14. All queries will be accepted within two (2) months after the campaign ended.
15. Member to contact Senheng Customer Service at **+6016 299 1398** to report on any damage or product purchase related matters.

16. Member may email Enrich at enrich@malaysiaairlines.com to report any issues pertaining to the e-Voucher code redemption.
17. 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 Senheng. The Organizer shall bear no responsibility for resolving such disputes or for the dispute itself.
2. The Organizer is not liable for Senheng'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 Senheng 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.