

TERMS AND CONDITIONS

TFP (GROCERY) E-VOUCHER CODE REDEMPTION CAMPAIGN FOR ENRICH MEMBERS

The Enrich and TFP e-Voucher Code Redemption Campaign is organized by Enrich by Malaysia Airlines Berhad (Organizer)

[A] Redemption of TFP (Grocery) e-Voucher Code

1. The e-voucher code 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 TFP (Grocery) e-voucher code.**
3. The campaign period is as follows: -
 - Redemption period: 20 December 2021 – 28 February 2022, 11:59 PM
 - Usage period: 20 December 2021 – 31 March 2022, 11:59 PM
4. The e-voucher code can only be redeemed at Enrich Online and may not be purchased with cash or credit card.
5. The appropriate Enrich Points will be deducted from the member's Enrich account and will not be returned under any circumstances.
6. Enrich Members must have sufficient Points in their Enrich account to redeem the e-voucher code. 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.
7. Enrich member will receive an email upon successful redemption. The email will not state the e-voucher code redeemed but will state the steps on how to retrieve the e-voucher code from the MH Mobile App.
8. To obtain the e-voucher code, please download the MH Mobile App from Google Play Store or App Store.
9. Once redeemed, the e-voucher code will be loaded onto the MH Mobile App under MHVoucher section after redemption has been made at Enrich Online. The e-voucher code cannot be exchanged or substituted for other redemption campaign or other promotions offered by Malaysia Airlines.
10. The e-voucher can only be downloaded by the member who redeems the voucher. Transfer of the e-voucher to other Enrich member (s) is not allowed.
11. The e-voucher code is non-refundable and cannot be exchanged for cash in part or full once redeemed.
12. The Redemption is on full Points term only; no Points and Cash terms is allowed.
13. Each Enrich member is allowed to redeem up to a maximum of five (5) TFP e-voucher code per Redemption Period.
14. Redemption for this e-voucher code is subject to availability.

[B] Usage of TFP (Grocery) e-voucher code

1. The value of this e-voucher code is in Malaysian Ringgit (MYR).
2. The TFP (Grocery) e-Voucher Code is only valid at all **physical stores** of Village Grocer, Ben's Independent Grocer, Leisure Grocer and at Pasaraya OTK.
3. This e-voucher code can only be used once and must be shown to the cashier of the participating store to be scanned into the Point-of-Sale system upon payment check-out. Once successful, the cash balance is then automatically deducted, and customer will need to check the total payable amount before complete payment.
4. This TFP (Grocery) e-voucher code is not applicable at Bites Shop transactions (Online Shopping) as well as other online platforms. It is only valid for in-store purchase.
5. List of participating stores of Village Grocer, Ben's Independent Grocer, Leisure Grocer and at Pasaraya OTK located in Malaysia is prescribed in Appendix I.
6. The TFP (Grocery) e-voucher code is only good for a one-time purchase only. No minimum purchase is required to redeem the e-voucher code.
 - If the total purchase is less than the value of the Voucher Code, no refunds will be given.



- If the total purchase is more than the value of the Voucher Code, you are required to pay the balance by cash/credit card.
7. Photocopied, reproduced, defaced or not scannable/unclear e-voucher code will not be accepted. Final acceptance is at the store manager's discretion for usage at the participating stores listed in Appendix I.
 8. Combination of multiple TFP e-voucher code is allowed in single transactions.
 9. Purchases made with this TFP e-voucher code is not refundable/exchangeable.
 10. The e-voucher code validity is limited in time and such validity period stated. There will be no re-issuance of the e-voucher code upon the expiry date. No replacements or extension will be given for expired e-voucher code.
 11. This TFP e-voucher code is not applicable for redemption at the non-participating concessionaire counter.
 12. TFP Retail and Enrich reserves the right to cancel or modify any order or revoke the use of the e-Voucher Code for circumstances such as: fraudulent purchasing activity, abuse or used in bad faith.
 13. TFP and Enrich will not be liable and/or be required to offer replacement e-voucher code, discounts, credits, cash or otherwise compensate customers for:
 - Incorrectly redeeming for this e-voucher code on Enrich Online
 - loss, theft, fraud, cancelled, discontinued or the member's public disclosure of the e-voucher code.
 - improper use of, or inability to redeem, e-voucher code; or
 - the inability to redeem the e-voucher code due to technical issues.
 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 TFP e-voucher code. 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 code will be accommodated.
 15. For issues pertaining to the usage of the TFP (Grocery) e-voucher code, please contact TFP's Customer Service. Customers are to seek assistance from in-store Customer Service counter.
 16. 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 Promotion. Any dispute concerning goods or services received under this Promotion shall be settled between the Member and TFP. The Organizer shall bear no responsibility for resolving such disputes or for the dispute itself.
2. The Organizer is not liable for TFP 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 Promotion 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>
4. The Terms and Conditions of the Promotion 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 Promotion.
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 & Conditions and the translated version, the English Terms & 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 Promotion.
7. The Organizer will not be held responsible for any typographical errors or misprint under these Terms and Conditions.



APPENDIX I

List of participating stores of Village Grocer, Ben's Independent Grocer, Leisure Grocer and at Pasaraya OTK in Malaysia

VILLAGE GROCER STORES

1. Village Grocer Atria
2. Village Grocer Tropicana Avenue
3. Village Grocer Central iCity
4. Village Grocer Eko Cheras
5. Village Grocer Avenue K
6. Village Grocer Forum Mall
7. Village Grocer Sunway Giza
8. Village Grocer MyTown
9. Village Grocer KL Gateway
10. Village Grocer Melawati Mall
11. Village Grocer Paradigm JB
12. Village Grocer Bangsar Village
13. Village Grocer 1 Mont Kiara
14. Village Grocer SouthKey JB
15. Village Grocer Desa Park
16. Village Grocer Tamarind Square
17. Village Grocer Citta
18. Village Grocer M City
19. Village Grocer Tropicana Gardens Mall
20. Village Grocer Subang Parade
21. Village Grocer City Junction

BEN'S INDEPENDENT GROCER

1. Ben's Independent Grocer Batai
2. Ben's Independent Grocer Publika
3. Ben's Independent Grocer The Linc
4. Ben's Independent Grocer Mall of Medini
5. Ben's Independent Grocer IPC

LEISURE GROCER STORE

1. Leisure Grocer Cheras LeisureMall

PASARAYA OTK STORES

1. Pasaraya OTK Medan Idaman Gombak
2. Pasaraya OTK Sentul
3. Pasaraya OTK Puchong

end.



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