

TERMS AND CONDITIONS

ZALORA E-GIFT CARD REDEMPTION CAMPAIGN FOR ENRICH MEMBERS

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

ZALORA is managed by Jade EServices Malaysia Sdn. Bhd. (Company No.: 973005-A), a company incorporated in Malaysia and having its registered address at Unit A-5-1, Level 5, Block A, Southgate Commercial Centre, No. 2, Jalan Dua off Jalan Chan Sow Lin, 55200 Kuala Lumpur, Malaysia (“ZALORA”)

[A] Redemption of ZALORA e-Gift Card

1. The ZALORA e-Gift Card is available for redemption during the campaign period published in Enrich Website in a denomination offered with the amount of Enrich Miles 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 ZALORA e-Gift card.**
3. The campaign period is as follows: -
 - Redemption period: 04 October 2021 – 31 December 2021 11:59 PM
 - Usage period: 04 October 2021 – 31 January 2022 11:59 PM
4. The ZALORA e-Gift Card can only be redeemed at Enrich Online and may not be purchased with cash or credit card.
5. Once redeemed, the ZALORA e-Gift Card is non-refundable and cannot be exchanged for cash in part or full. However, the Gift card is transferable and may be utilized by your family and/or friends.
6. The appropriate Enrich Points will be deducted from the member’s Enrich account and will not be returned under any circumstances.
7. Enrich Member must have sufficient Points in their Enrich account to redeem the ZALORA 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 and Cash terms is allowed.
9. Each Enrich member is allowed to redeem up to a maximum of five (5) ZALORA e-Gift Card per Redemption Period.
10. The e-gift card will be sent to the registered email address.
11. Redemption for this ZALORA e-Gift Card is subject to availability.

[B] Usage of ZALORA e-Gift Card

1. The ZALORA e-Gift Card is only valid at www.zalora.com.my or ZALORA mobile application in ZALORA Malaysia. A valid Gift card must be entered at the checkout page in order to be effective.
2. The ZALORA e-Gift Card is case-sensitive and must be entered correctly in order to be effective.
3. Only one (1) e-gift card can be use in a single transaction. Combination or stackable of multiple e-gift cards is not allowed.
4. The ZALORA e-Gift card code must be added into My Store Credit only.
5. The ZALORA e-Gift Card is only good for a one-time purchase only. No minimum purchase is required to redeem the Gift card.
 - If the total purchase is less than the value of the Gift card, no refunds will be given.
 - If the total purchase more than the value of the Gift card, you are required to top-up and pay the balances.
6. Free delivery is only applicable on paid price of RM 99 and above.
7. The ZALORA e-Gift Card validity is limited in time and such validity period shall be as prescribed in this Order Confirmation Form. There will be no re-issuance of the e-Gift Card upon the expiry date. No replacements or extension will be given for expired e-Gift Card.

8. The ZALORA e-Gift Card cannot be used in conjunction with any other discount, special offer or promotion, unless otherwise stated.
9. Products purchased using a ZALORA e-Gift Card are non-refundable in cash but only in store credit.
10. ZALORA and Enrich reserves the right to cancel or modify any order or revoke the use of the ZALORA e-Gift Card for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
11. ZALORA and Enrich will not be liable and/or be required to offer replacement ZALORA 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, a e-Gift Card code; or
 - the inability to use a e-Gift Card code due to technical issues.
 - loss, theft, fraud, or the member's public disclosure of the e-Gift Card code.
12. 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 ZALORA e-Gift Card. Request after 03 days from the date of redemption will not be entertained and will deemed as redeemed and utilized. No Points refund or replacement of e-voucher will be accommodated.
13. All other applicable terms and conditions shall apply. Please visit <https://www.zalora.com.my/terms-of-use/>
14. Contact ZALORA's Customer Service Hotline at +603-9212 3535, +603-2027 4717 to report any issues pertaining to the usage of the ZALORA e-Gift Card. Operation Hours: Monday - Friday: 09:00am - 06:00pm (excluding Public Holidays) or please visit: <https://www.zalora.com.my/contact/>

[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 ZALORA. The Organizer shall bear no responsibility for resolving such disputes or for the dispute itself.
2. The Organizer is not liable for ZALORA 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.

/end.