



## TERMS AND CONDITIONS

### Redemption of Enrich FY Cargo RM50 e-Voucher for FY Air Cargo

1. The Redemption of Enrich FY Cargo RM50 e-Voucher for Firefly Air Cargo is organized by Enrich by Malaysia Airlines Berhad (Company No. 201401040794 (1116944-X) a company incorporated in Malaysia and having its registered office at Level 1, South Support Zone, 64000 Sepang, Selangor, Malaysia (hereinafter referred to "Organizer")

And

Flyfirely Sdn Bhd (Company No 199501017403 (346606-K)), a company incorporated in Malaysia and having its registered office at Lot R-01, 3<sup>rd</sup> Floor, Citta Mall, No.1 Jalan PJU 1A/48, Ara Damansara, 47301 Petaling Jaya, Selangor, Malaysia (hereinafter referred to as "FY Air Cargo")

Redemption Period : 19<sup>th</sup> May 2021 – 31<sup>st</sup> May 2022 (11:59 PM, Malaysia Time)

Usage Period : Six (06) months from date of successful redemption

The Enrich FY Cargo RM50 e-Voucher for FY Air Cargo is herein referred as "**Enrich FY Cargo RM50 eVoucher**" in this Terms and Conditions.

#### [A] Redemption of Enrich FY Cargo RM50 e-Voucher

1. The Enrich FY Cargo RM50 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 4,000 Enrich Points for one (1) Enrich FY Cargo RM50 e-Voucher.
3. The campaign period is as follow:
  - **Redemption period : 19<sup>th</sup> May 2021 – 31<sup>st</sup> May 2022**
  - **Usage period : Six (06) months from date of successful redemption**
4. The Enrich FY Cargo RM50 e-Voucher can only be redeemed at Enrich Online ([www.enrich.malaysiaairlines.com](http://www.enrich.malaysiaairlines.com)) and may not be redeemed or purchased with cash or credit card directly at any Firefly airport kiosks.
5. Once redeemed, the Enrich FY Cargo RM50 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 FY Cargo RM50 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 FY Cargo RM50 e-Voucher. In the event member does 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 FY Cargo RM50 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 containing the steps to retrieve and utilize the Enrich FY Cargo RM50 e-Voucher will be sent to the member's registered email address in the Enrich profile.

**[B] Usage of Enrich FY Cargo RM50 e-Voucher**

1. The Enrich FY Cargo RM50 e-Voucher (s) is valid at any Firefly airport kiosks in Malaysia and can be used one-time only.
2. Combination of multiple Enrich FY Cargo RM50 e-Vouchers, up to fifty (50) e-Vouchers, is allowed in a single transaction.
3. In order to utilize the Enrich FY Cargo RM50 e-Voucher (s), Enrich member is required to follow the steps in the Redemption Confirmation Order Email (including to download Malaysia Airlines mobile application from Apple App Store & Google Play Store) and proceed as below:
  - a. When making payment, Enrich member must present the Enrich FY Cargo RM50 e-Voucher (s) at the FY Air Cargo payment counter.
  - b. The staff at FY Air Cargo payment counter will swipe the "Redeem" tab on the Enrich FY Cargo RM50 e-Voucher.
  - c. Once successful, the total amount of Enrich FY Cargo RM50 e-Voucher (s) redeemed will be deducted from the total bill.
  - d. Enrich member is responsible to pay any difference of the total bill over and above the amount of redeemed Enrich FY Cargo RM50 e-Voucher by cash or credit card that is accepted at FY Air Cargo. Other payment types such as e-wallet is subject to the acceptance of FY Air Cargo.
4. The "Redeem" tab on the Enrich FY Cargo RM50 e-Voucher can be swiped **ONCE only**. The Enrich FY Cargo RM50 e-Voucher is considered used once the 'Redeem' tab is swiped. This action cannot be reversed.
5. The Enrich FY Cargo RM50 e-Voucher (s) is good for a one-time purchase only.
6. No minimum purchase is required to redeem the Enrich FY Cargo RM50 e-Voucher
  - If the total purchase is less than the value of Enrich FY Cargo RM50 e-Voucher, no refunds will be allowed.
  - If the total purchase is more than the value of the Enrich FY Cargo RM50 e-Voucher, member is required to top-up and pay any difference by cash/credit card that is accepted at FY Air Cargo.
7. There will be no re-issuance of the Enrich FY Cargo RM50 e-Voucher upon the expiry date. No replacements or extension will be allowed for expired or lost e-Voucher.
8. The Enrich FY Cargo RM50 e-Voucher is valid in conjunction with any other promotions and discounts that is organized by FY Air Cargo.
9. FY Air Cargo and Enrich reserve the right to cancel or modify any order or revoke the use of the Enrich FY Cargo RM50 e-Voucher for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
10. FY Air Cargo and Enrich will not be liable and/or be required to offer refund, replacement of Enrich FY Cargo RM50 e-Voucher, discounts, credits, cash or otherwise compensate customers for:
  - Incorrectly redeeming this digital voucher;
  - discontinued or cancelled digital voucher;
  - improper use of, or inability to redeem, a digital voucher; or
  - the inability to use a digital voucher due to technical issues



11. Member may email Enrich at [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com) to report any issues pertaining to the Enrich FY Cargo RM50 e-Voucher redemption.
12. 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 FY Air Cargo. The Organizer shall bear no responsibility for resolving such disputes or for the dispute itself.
2. The Organizer is not liable for FY Air Cargo 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 FY Air Cargo 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.