

## Terms and conditions & Frequently Asked Questions

Exclusive Cash Vouchers with 50% AmBonus Points at Grand senQ Datum Jelatek

### Terms and Conditions

#### **RM1,000 Cash Voucher (TV)**

- This e-voucher is ONLY applicable for purchase of TV from the following selected brands: Samsung, LG, Sony, Haier, and Sharp.

#### **RM1,000 Cash Voucher (Side by Side Refrigerator)**

- This e-voucher is ONLY applicable for purchase of Side-by-Side Refrigerator for the following selected brands: Samsung, LG, Panasonic and Sharp.

#### **RM500 Cash Voucher (2 Door Refrigerator)**

- This e-voucher is ONLY applicable for purchase of 2 Door Refrigerator for the following selected brands: Samsung, LG, and Panasonic.

#### **RM500 Cash Voucher (Washing Machine)**

- This e-voucher is ONLY applicable for purchase of Washing Machine for the following selected brands: Samsung, LG, and Panasonic.
- The Washer Dryer category is applicable to Samsung only.

#### **RM500 Cash Voucher (Smartphone)**

- This e-voucher is ONLY applicable for purchase of Smartphones for the following selected brands: Samsung, Oppo, and Honor.

#### **RM250 Cash Voucher (Air-Conditioning)**

- This e-voucher is ONLY applicable for purchase of Air-Conditioning for the following selected brands: Samsung, and Haier.

#### **RM250 Cash Voucher (Freezer)**

- This e-voucher is ONLY applicable for purchase of Freezer for the following selected brands: Haier and Khind.

#### **RM250 Cash Voucher (Cooker Hood)**

- This e-voucher is ONLY applicable for the purchase of Cooker Hood from brand Robam.

#### **RM250 Cash Voucher (Cooker Hob)**

- This e-voucher is ONLY applicable for the purchase of Cooker Hob from brand Robam.

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### Exclusive Cash Vouchers with 50% AmBonus Points at Grand senQ Datum Jelatek **RM250 Cash Voucher (Built-in Oven)**

- This e-voucher is ONLY applicable for the purchase of Build-in oven from brand Robam.

#### **General Terms and conditions**

- Offer is valid from 15 September 2024 to 28 February 2025, inclusive of both dates.
- Offer is open to all Principal and Supplementary AmBank Credit Card/ AmBank Credit Card-i, excluding AmBank Credit Card/AmBank Islamic Credit Card-i without AmBonus Points.
- This e-voucher is ONLY redeemable at Grand senQ Datum Jelatek Mall outlet. Eligible cardholders will need to present the e-voucher prior to the purchase.
- The balance of total amount purchase must be paid using AmBank Credit Card/ AmBank Islamic Credit Card-i in Ringgit Malaysia (RM).
- Each e-voucher is valid for a single transaction only.
- Each e-voucher is valid for 2 months from redemption, with the expiration date set to the last day of the month. For example, if you redeem on any date of October 2024, the voucher will expire in 31 December 2024.
- Please be informed that Tri-E is a fulfilment vendor on behalf of AmBank/AmBank Islamic for AmBonus Rewards Programme and handles the reward fulfilment process.
- For security purposes, please use the same delivery address, email address, and contact number as registered in AmBank/AmBank Islamic's record when making redemption request.
- Offer is non-transferable, non-refundable, not exchangeable for cash and not valid in conjunction with other ongoing promotions, discounts, offers, vouchers, or privileges card (unless otherwise specified).
- All disputes arising from this offer shall be governed by and subject to the Senheng e-voucher Redemption Campaign Terms and Conditions.
- Delivery charges, handling charges, other tax or duty charges, and brand or product exclusions may apply. Please refer to the participating merchants.
- Visual is for illustration purposes only.
- The eligible and participating cardholders are bound by the terms and conditions of AmBank/AmBank Islamic and senQ.
- AmBank/AmBank Islamic is not an agent of the partner and makes no representation as to the quality of goods and/or services provided. Any dispute about the goods and/or services is to be resolved directly with the partner.
- AmBank/AmBank Islamic and senQ reserve the right to terminate, amend, or add to any of these terms and conditions from time to time with prior notice of at least five (5) calendar days to Cardholders before the new terms and conditions take effect.

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### Frequently Asked Questions

1. How long will this offer last?

Answer: This offer will start from 15 September 2024 to 28 February 2025.

2. Which outlet can I redeem at after I received the Cash Voucher?

Answer: The voucher is ONLY redeemable at Grand senQ Datum Jelatek Mall outlet. Eligible cardholders will need to present the voucher prior to purchase.

3. Can I redeem the Cash Voucher in other Senheng or senQ outlets?

Answer: NO, the Cash Voucher is ONLY redeemable at Grand senQ Datum Jelatek Mall outlet.

4. How will I receive the Cash Voucher?

Answer: The Cash Voucher will be sent via e-mail. Kindly indicate your e-mail correctly when you make redemption request.

5. How long is the Cash Voucher validity?

Answer: 2 months from redemption, with the expiration date set to the last day of the month. For example, if you redeem on any date of October 2024, the voucher will expire in 31 December 2024.

6. How many Cash Voucher can I use in a single transaction?

Answer: Only one (1) Cash Voucher can be used in a single transaction. The remaining balance of the total amount purchased is to be paid in Ringgit Malaysia (RM) using an eligible AmBank Credit Card/-i.

7. Is the Cash Voucher applicable to all electrical brands products or only selected electrical brands products?

Answer: Only selected electrical brands products. Kindly read through the terms and conditions above for the list of selected electrical brands products of each Cash Voucher.

8. Can I use the Cash Voucher to offset delivery charges or other tax, if any?

Answer: No, Cash Voucher cannot be used to offset delivery charges or other tax.

9. Can I cancel the Cash Voucher redemption after I submit the redemption form?

Answer: No, redemption is deemed final and non-reversible after redemption form submitted.