

Great Zone Membership Programme's Terms And Conditions:

1. The 'Great Zone' membership programme (Programme) is proprietary to Great Zone Household Centre Sdn Bhd (Company) where acceptance of any person(s) to the Programme shall be subject to the approval of the Company and once accepted by the Company, participation by any such person (Member) in the Programme shall be subject to the terms and conditions contained herein. The Programme is only accepted at Company branded Outlet (Outlet) situated in Malaysia or the participating merchants that registered with the Company.
2. In order to become a Member, the applicant is deemed to agree to the Terms and Conditions. The Company reserves the right to make amendments or variations to the Terms and Conditions from time to time.
3. Participation in the Great Zone membership programme is open to all citizens and non-residents aged 18 years old and above.
4. The application fee for Physical membership card is RM 10 and free application for E-Card (Virtual membership card). The renewal fee per year is RM 5 for both Physical and E-Cards. RM 10 will be imposed for physical card replacement.
5. The validity of the "Great Zone" membership is for a period of 12 months from the date of issue and will expire immediately thereafter. In order to avoid any usage interruption and inconvenience due to card failure, membership will be renewed automatically 2 weeks prior to the expiry date, by deduction of 1,000 points (1,000 points = RM 5) from the account. For members with less than 1,000 points, the points will be forfeited upon expiry.
6. 1 loyalty Point will be awarded for every RM 1 transaction (excluding tax). Members must spend a minimum of RM 1 and above on qualifying purchases in a single transaction.
7. Once the Card is credited the loyalty Points corresponding to the Qualifying Purchases, a transaction receipt prepared by the cashier at the checkout counter shall be issued to the Member. Such transaction receipt shall be conclusive record of the Qualifying Purchases made as for the loyalty Points accumulated will be shown at the membership account within 24 hours. Member will be able to check up to 6 months loyalty transaction available at 'Great Zone' mobile app.
8. The following items are not included in the points' calculation:
 - a. gift card/cash vouchers purchase,
 - b. ePay services, i.e., mobile reload, IDD reload, online game reload, e-wallet reload, Touch 'n Go reload, epay upload, Utilities Bills Payment, Payment to Authorities, etc.
 - c. Delivery Charges, Repair & Service Charges
9. The loyalty points awarded and credited to the Card cannot be transferred or assigned to another Card or any other card issued by or on behalf of the Company or combined or aggregated with the loyalty Points of such Card or card or otherwise dealt with except in

accordance with this Agreement. The loyalty Point has no cash or monetary value.

10. The Points accumulated in Member's Card will expire after 2 years from the year points have been accumulated.

For example, Points earned in Year 1 will expire on 31 December of Year 3.

No.	Points Earning period (Y1)	Points Redemption period (Y2)	Points to be expired (Y3)
1	Jan'18 to Dec'18	Jan'19 to Dec'19	31 December, 2019
2	Jan'19 to Dec'19	Jan'20 to Dec'20	31 December, 2020
3	Jan'20 to Dec'20	Jan'21 to Dec'21	31 December, 2021

11. Member must present his/her 'Great Zone' E-Card or physical Membership card to cashier before every transaction. Failure to do so, no points will be awarded/credited. For the amount spent.
12. Members who do not pay the renewal fees or made qualifying transaction and collect any loyalty points for 12 months will be removed from the Programme and all points and unused rewards or Vouchers will be deleted. Members will need to reapply for new membership should they wish to rejoin the programme.
13. Points accumulated will expire in the event that member does not make any Qualifying Purchase and earn any points within twelve (12) months from the date the last points were awarded. In such event, the card will be cancelled and accumulated points will be forfeited at the discretion of the Company and without notice to Member.
14. E-Voucher has a validity period of 3 months with expiry date clearly stated in the E-Voucher, beyond which they cannot be used or reissued. Additional Terms and Conditions can be found at the E-Voucher.
15. The Member may refer to the Rewards catalogue available at 'Great Zone' Mobile App or the participating outlet for redemption, which shall be for the purpose of information and illustration only and shall not be construed as constituting any representation or warranty as to their availability.
16. The Company gives no representation or warranty with respect to any products and/or services featured in the Rewards catalogue. Where the Rewards are covered under any manufacturers' warranty, any disputes or claims shall be forwarded directly to the manufacturers concerned.
17. For Rewards that are to be redeemed from participating merchants or suppliers of Rewards as shall be appointed by the Company from time to time, the Member shall present his/her Card and national identity card (NRIC) or Passport for Rewards redemption.
18. Member who has redeemed his/her points for any 'Great Zone' rewards, i.e., merchant products or services, is not eligible for refund or cancellation from the Company.

19. The Member is responsible to examine, immediately upon receipt, the Rewards for any defects or damage, whether in its packaging or otherwise, and to verify the contents of the Rewards. Where the Reward or its packaging is found to be damaged or defective or that the contents therein is incomplete / damage, the Rewards be immediately returned the Rewards to the Customer Service at the Shop.
20. Company reserves the rights to reject any request for the replacement of faulty or damaged Rewards should the Member fail to return the same in the manner and within the time period set out as stated above.
21. It is the responsibility of the Member to notify the management of 'Great Zone' on any changes of personal particulars, lost or damaged card.
22. Member needs to update or correct the provided personal data via 'Great Zone' mobile app from time to time.
23. The Member agrees that the Personal Data may be used by Company for the purposes below.
 - a. To associate the Card to the Member and to update information (if required);
 - b. To process the application by the Member for related services;
 - c. Management, operation and maintenance of Member's account, system including audit and exercising the rights of the Company under the terms and conditions;
 - d. Designing new or improving existing services provided by Company, our subsidiaries, associates and affiliates;
 - e. Communication by Company to Member;
 - f. Investigation of complaints, suspected suspicious transaction and research for service improvement;
 - g. Prevention or detection of crime or fraud; and
 - h. Disclosure as required by law, rules, regulations, codes or guidelines.
24. Member is deemed to have subscribed to the marketing mailing list upon registration as a 'Member' of Great Zone membership programme and the Company shall send or deliver the marketing information and relevant updates ("Newsletter(s)") via push notification, SMS, electronic direct mail (EDM) and/or direct mail (DM).
25. The Member shall terminate his/her membership anytime by giving notice in writing to the Company. However, there will be no refund on points collected for termination of membership.
26. Any abuse or fraud with respect to The Points under the Programme or redemption of Rewards will result in the cancellation of the Member's participation in the Programme, cancellation of the Card and revocation of The Points or return of redeemed Rewards (or its reasonable compensation thereto).

27. The Company reserves the right to restrict, suspend, or change the features and benefits of the membership programme, including the terms and conditions from time to time without prior notice or assigning any reasons.
28. Company shall not be liable for any loss of accumulated The Points or loss or damage suffered as a result of any defect or error in any machines or inability to retrieve any information or data from the computer system.
29. Company shall not be liable howsoever for any errors, delays, loss or damage, which may be directly or indirectly due to breakdown, failure of machinery or the processor; or industry dispute, war, act of God, system failure and anything outside the control of the Company.
30. Company shall not be liable for any loss or damage suffered by the Member due to the following reasons:
 - a. any failure by the Reward supplier to abide by the terms and conditions on which it has agreed to provide the Reward;
 - b. any statement, communication or implication arising from any revocation, suspension or restriction of the use of the Card; and
 - c. any failure or omission to notify the Member of any changes in the terms and conditions of this Agreement, Rewards Guide, participating companies, Qualifying Purchases and The Points awarded for Qualifying Purchases.
31. A Member is required to contact the Great Zone Hotline at 012-7781071 or email to info@greatzone.com.my in the event of any query.

reserves the right to deduct the balance of a member's points accumulation in the event that:-

any point is suspected of being fraudulently recorded;

any point is recorded in error; or

any point related to a transaction which has been cancelled or where a refund has been given

All terms and conditions herein shall be governed and constructed in accordance with the laws of Malaysia.