



# Terms & Conditions for Gift Redemption

1. Gift-with-purchase (GWP) redemption items can be made at the Information Counter, Ground Floor from 10:00am till 10:00pm during the stated campaign period. While stocks last.
2. **Shoppers can redeem the GWP with required purchase amount as stated in campaign POSM.**
3. Strictly no extension of the redemption date from the campaign period will be allowed.
4. Shoppers must be physically present and show proof of the purchase to a Customer Service Assistant at the Information Counter, Ground Floor to successfully redeem the GWP. Redemption of the GWP on behalf of others is not allowed.
5. **Redemption of GWP is only valid for transaction(s) within the same day, and each shopper is limited to only one (1) redemption per day throughout the campaign duration.**
6. Redeemed GWP is non-transferable, non-refundable and cannot be exchanged for cash or another item in part or full, and must be accepted as offered.
7. **Tenant staff of Malaysia Grand Bazaar are not allowed to participate in GWP redemption nor to redeem on behalf of customers.**
8. Shoppers are required to present their receipts along with the corresponding debit/ credit/ cash card that was used for the purchase(s) and/ or show the item(s) purchased to our Customer Service Assistant at the Information Counter, Ground Floor as part of verification process. Failure to present the required proof(s) may lead to unsuccessful or denied GWP redemption.
9. Only receipts from retail outlets located in Malaysia Grand Bazaar are accepted for GWP redemption.
10. **Only original receipts with clearly printed transaction amounts, date and outlet name will be accepted for GWP redemption.**
11. All purchase receipts are accepted for the GWP redemption EXCEPT receipts for money changing, utility bills, banking transactions, Touch 'n Go card reload, gift card or shopping voucher purchase, and receipts from promotion areas (unless stated otherwise).
12. Malaysia Grand Bazaar will not be held responsible in any way for the loss or damage to the GWP item(s); no replacement(s) and whatsoever will be made for the lost or damaged GWP item(s).
13. Malaysia Grand Bazaar will not be held responsible for any claims, demands, losses, costs, expenses and/ or liabilities of any kind whatsoever, arising from or in connection with any transaction or dealing between participating outlet(s) and the GWP holder(s).
14. Any misuse/ tampering/ forgery of proof of purchase(s) may constitute a criminal offence and the offender will be liable for prosecution.
15. Malaysia Grand Bazaar reserves the right to change, modify or amend the conditions herein at any time without notice.