

# REWARDS PROGRAM

## MALAYSIA HOME CARD REWARDS PROGRAM TERMS & CONDITIONS

HOME CARD is a rewards loyalty program owned and managed by HOME PRODUCT CENTER (MALAYSIA) SDN. BHD. ("HOMEPRO") The HOME CARD is issued and operated by HOMEPRO and it is applicable at all HOMEPRO outlets and Online Store ([www.homepro.com.my](http://www.homepro.com.my)) in Malaysia only.

### A) Membership of HOME CARD

1. Applications are open to all residents of Malaysia and Non Malaysian aged 18 years and above.
2. With minimum purchase RM30 (Ringgit Malaysia) and above in a single receipt on the same day in any HOMEPRO outlets in Malaysia or Online Store ([www.homepro.com.my](http://www.homepro.com.my)), the customers shall be entitled to apply the HOME CARD with no registration fees.
3. HOME CARD can be applied at any participating HOMEPRO outlets in Malaysia by completing the HOME CARD application form.
4. HOME CARD Members shall provide/present their HOME CARD 10-digit numbers or physical HOME CARD to the cashiers at any of the participating HOMEPRO outlet(s) before scanning of the purchase product(s) in order to earn or redeem HOME CARD points.
5. HOME CARD Members who did not provide / present their HOME CARD 10-digit numbers / physical HOME CARD to the cashiers before scanning of the purchase shall not be able to claim back the points after a transaction is completed. Any queries on the same shall not be entertained.
6. The HOME CARD rewards program is not a credit card or charge card.
7. The employees of HOMEPRO are not eligible to apply and use the HOME CARD.
8. The 3rd party promoters are not allowed to use their HOME CARD during working hours and strictly not on customer purchases.
9. HOME CARD is not transferable and for sale. HOME CARD can only be used by the individual who is named or registered with HOMEPRO.
10. HOME CARD is valid for five (5) years and there is no renewal fee charge for HOME CARD. Upon expiry of HOME CARD, HOME CARD Members shall visit any Customer Service counter at any HOMEPRO outlets to renew the HOME CARD.
11. All correspondences and promotional information will be forwarded to the registered HOME CARD member only.
12. HOME CARD Members can choose to withdraw from the HOME CARD Reward Programme at any time by visit to any Customer Service counter at any HOMEPRO outlets and/or write to HOMEPRO ([info@homepro.com.my](mailto:info@homepro.com.my)). By leaving the programme, any points or any related promotional activities that is already accrued or issued will be forfeited.
13. HOMEPRO reserves the right to reject or cancel any application of HOME CARD at any time or terminate any membership as and when necessary without any prior notice.

## **B) Member's Birthday Program**

1. All birthday members are eligible to enjoy Birthday Program on birthday month with updated personal information.
2. The rebate can be used for any purchase made at HomePro's store only. Redemption is limited to one (1) per customer and on first come, first served basis.
3. The point rewards is valid with every purchase made during the birthday month at HomePro's store and point(s) shall be credited into your member's account on the following month.
4. All birthday members shall present the SMS or WhatsApp message sent to their registered contact number with us, for verification purpose.
5. This program does not applicable for HomePro online shopping or warehouse sale or any other event outside the HomePro's store.
6. HOMEPRO reserves the right to amend the terms and conditions, suspend or terminate this programme at any time without prior notice.

## **C) HOME CARD Points Collection**

1. For every RM3 (Ringgit Malaysia) spent = 1 point accumulated in a single transaction.
2. HOME CARD points accumulation will be automatically recorded or updated by the next day. (after 24 hours)
3. The HOME CARD points shall be taking into account as point's collection after reduction of discount / rebates or any other forms of deduction from the purchases made.
4. For Deposit payments, points accumulated shall be calculated and awarded on the day of full payment made by HOME CARD Member.
5. HOME CARD Members can check their point's status at any of the HOMEPRO's Customer Service Counter AND Online Store ([www.homepro.com.my](http://www.homepro.com.my)).
6. HOME CARD points shall be expired Two (2) years (on 31 December of the 2nd year) calculated from the earning points date. Points that are going to expire cannot be carried forward or transferred to another account. HOME CARD Members are advised to utilise their points before the points expired.
7. No points will be rewarded for purchases of / by:
  - i. Selected Product(s)
    - Sony, ABB, Grundfos, Nescafe, Everright, Supersell brands
    - Clearance Sale that are marked with " \* " (The Asterisk Symbol) or " C " (The Letter C)
    - Exchangeable products, Premium products, Project sale, Display items, IT category products, Super Shock items
  - ii. Payment for Delivery Charges and Processing Fees.
  - iii. Other products and / or services purchased outside HOMEPRO outlet(s) that is not related to HOMEPRO.
  - iv. Any other Promotional Programs that may occur during the HOME CARD Reward Programme period.
8. Any dispute regarding the HOME CARD points and services can be directed to HOMEPRO Customer Service line within seven (7) days of the said dispute.

## **D) HOME CARD Reversal of Points Collection**

1. If product(s) purchased at the HOMEPRO outlet(s) and Online Store ([www.homepro.com.my](http://www.homepro.com.my)) are returned for any reason and a full or partial refund of the purchase price is given, HOMEPRO is entitled to reverse the HOME CARD points earned.
2. It applies to exchange of product(s), unless the exchange is for product(s) with an equivalent value.

## **E) HOME CARD Points Utilisation / Redemption**

1. Conversion Rate 1,000 points = RM10 (Ringgit Malaysia) (e.g If you want to purchase Item X at RM15, you can use 1,000 points to convert to RM10 & the balance of RM5 can be paid in cash or credit card).
2. HOME CARD Members can utilise their points upon purchase at cashier counter.
3. HOME CARD Members may also keep accumulating points through several purchases and utilise their points at a later time.

## **F) How Utilisation of Points Works**

1. During the redemption of the points, HOME CARD Members shall be required to present their valid MyKad or valid passport to the cashier to offset their purchases with the points.
2. If HOME CARD Members fails to provide the above, HOMEPRO shall reserve its right not to proceed with the points deduction on the said HOME CARD.
3. In the event any suspect of any fraudulent activities related to the HOME CARD member account, HOMEPRO has the absolute discretion to reject or refuse to process any of the redemption request made by HOME CARD Members.

## **G) Damage & Lost / Theft**

1. If HOME CARD is damaged / loss or stolen, a fee of RM10 (Ringgit Malaysia) shall be charged for a replacement card. HOME CARD Member will be given a new card and points will be transferred to the new card.
2. In the event of unauthorized transaction due to suspect or engage in fraudulent or any other unlawful conduct on the usage of the HOME CARD, HOMEPRO may at its sole discretion to cease all the points earning or redemption and/or terminate the usage of the said HOME CARD.

## **H) General Information of HOME CARD Reward Programme**

1. HOME CARD shall remain as the property of HOMEPRO at all times.
2. HOMEPRO reserves the right to suspend or terminate this programme at any time as it deems necessary to all HOME CARD Members in the manner HOMEPRO deems appropriate.
3. HOMEPRO reserves the right to omit, add or amend the HOME CARD Terms and Conditions without prior notice. Any new or amended terms and conditions will always supersede the existing HOME CARD Reward Programme Terms and Conditions & will publish in the HOMEPRO website.
4. HOMEPRO (including its successors, assigns, officers, directors, shareholders, agents, affiliates and subsidiaries) and the participating HOMEPRO outlet(s) shall not be liable to HOMEPRO customers or any third party authorized by or claiming through the HOME CARD Members for any loss, damage, cost, expenses, actions, suits, claims and demand whatsoever, whether direct, indirect, special or consequential, of loss of business, revenue of profits or of any nature suffered by the HOME CARD Members or any person for any loss, damage or injury caused or suffered by a person arising from the usage of the HOME CARD Reward Programme.
5. HOME CARD Reward Programme Terms and Conditions are governed by and shall be construed in accordance with laws of Malaysia. HOME Card Members are hereby expressly submitted to the exclusive jurisdiction of the courts in Malaysia. If any of the provisions herein contained should be

invalid, illegal or unenforceable under any applicable law, the legality and enforceability of the remaining provisions should not be affected.

6. Any communications in relation to HOME CARD Reward Programme can be made by calling our HOMEPRO call centre at (1800-28-2268) or by sending your queries in writing either via email to [info@homepro.com.my](mailto:info@homepro.com.my).
7. For any other information of the company, product and privacy notice of HOMEPRO, kindly visit <http://www.homepro.com.my/>.