

TERMS & CONDITIONS**Fizo Kare Rewards Redemption Programme****1. Definition**

- 1.1. "Centre" means Fizo Kare Sdn. Bhd. ("Fizo Kare").
- 1.2. "Customer" means individuals who purchase the goods or services from Fizo Kare.
- 1.3. "Gifts" means all rewards available for redemption under the Programme, including goods, vouchers, and any other privileges contained in the Programme, available on the Fizo Kare website at www.fizokare.com/rewards. The Centre reserves the right to cancel, change or substitute any reward at any time with prior notice.
- 1.4. "Merchant" is an individual, firm or company engaged in selling and providing goods and/or services featured in the Programme.
- 1.5. "Programme" means the Fizo Kare Rewards Redemption Programme and includes any variations or amendments that the Centre may make from time to time.
- 1.6. "Rewards Points" or "Loyalty Points" or "Points" means the points awarded to the Customer under the Programme under these T&Cs.
- 1.7. Unless the context otherwise requires, words and expressions respectively defined or construed in the Terms & Conditions shall have the same meanings when used or referred to herein, and words referring to the male gender shall include the female gender and words referring to the singular number shall include the plural number and vice versa.

2. Validity of Loyalty Points

- 2.1. The Loyalty Points earned by Customers have no expiry date. Customers can redeem their Loyalty Points at any time of their preference.

3. Eligibility

- 3.1. By participating in the Programme, the Cardholder is subject to the T&Cs contained herein, the Cardholder Agreement and the Card Terms & Conditions.
- 3.2. To be eligible to redeem or earn Loyalty Points, the Customer must:
 - (a) not fraudulently purchase any products or services;
 - (b) not be overdue in payment; and
 - (c) not be removed from the Centre as a patient/customer.
- 3.3. Any changes to the eligibility criteria for participation in this Programme will be notified to the Customers via Short Messaging System ("SMS") or Whatsapp message and/or displayed on the Centre's website at www.fizokare.com ("Fizo Kare's Website").

4. Earning of Loyalty Points

- 4.1. The Customer will earn Loyalty Points based on his membership tier for every Ringgit Malaysia One (RM1) billed on local and international retail. The Centre will not be responsible for any delay in the actual posting of the transaction and/or accrual of RP.

Membership Tier	Bronze	Silver	Gold	Platinum
Spend per 12-month period	Free	RM500	RM1,200	RM2,500
Loyalty Points Earning	RM1 = 1 point	RM1 = 1 point	RM1 = 1.25 points	RM1 = 1.5 points

- 4.2. Adjustments will be made to the number of Loyalty points accrued by the Customer accordingly if there are any disputed charges/fraudulent charges posted to the Customer's Account, including but not limited to those arising from returned goods or services or billing disputes.
- 4.3. Only the Loyalty Points accumulated and reflected in the Customer's account can be utilised for redemption. For the avoidance of doubt, there may be a lapse between a transaction made by the Customer and crediting the Loyalty Points into the Customer's Account. The Customer is encouraged to check the updated Loyalty Points available for redemption by contacting the Centre via Whatsapp or Short Messaging System ("SMS").
- 4.4. There is no monetary value given for the Loyalty Points accrued. The accrued Loyalty Points are not redeemable or convertible to cash or credit unless stated otherwise.
- 4.5. The Loyalty Points earned are not transferable to any third party.

5. Gifts Redemption

- 5.1. Once the Centre accepts the redemption form, it CANNOT be revoked, cancelled or changed. Once the Loyalty Points have been redeemed, such Loyalty Points shall be deemed extinguished and STRICTLY CANNOT be reinstated/refunded.
- 5.2. Redemption of Gifts with insufficient Loyalty Points will be rejected.
- 5.3. The Customer can only make redemption by duly completing and forwarding the redemption forms via e-mail or mail to the Centre, walking into the Centre or by making redemption orders through any one (1) of the following channels:
- (a) Online: through the online form available at www.fizokare.com/rewards; or
- (b) Sending the Centre a Whatsapp message.
- 5.4. The Centre may notify the Customer via call or Short Messaging System ("SMS") if they are unable to process or deliver the Gifts. All Gifts are subject to stock availability, and restrictions on the Gifts redemption may apply.
- 5.5. Any dispute and/or complaint concerning the Gifts under the Programme shall be settled between the Cardholder and the Merchant without recourse to the Centre.
- 5.6. The Centre is not responsible for the death, injury, consequential loss or damage of whatever nature suffered by the Customer and/or the third party (if applicable), arising from the redemption of the Gifts, including but not limited to any injury or loss suffered under the holiday packages, cancellation of holiday

packages, extra charges, delay and resulting from any advice, pointers, tips and directions as may be contained in the Programme or from the loss, theft, destruction of a Gift.

- 5.7. Gifts that consist of vouchers issued by the Merchant cannot be converted into cash and are valid for use until the date specified therein and subject to the T&Cs herein. If they remain unused after the specified date, the vouchers will lapse and will not be replaced. The Centre will not entertain expired, lost or stolen vouchers and/or Gift requests.
- 5.8. The terms & conditions specified in the vouchers issued by the Merchant are determined by the Merchants and beyond the Centre's control. Any dispute arising under the terms & conditions of the vouchers shall be settled directly by the Customer with the Merchants. The Centre will not be responsible for replacing or cancelling any redemption due to such a dispute.
- 5.9. Any additional meals, transportation, accommodation or other arrangements made in connection with any Gifts will be the sole and absolute responsibility of the Customer.
- 5.10. The Centre is not responsible for expired, lost or stolen Gifts voucher or items. Gifts voucher of a participating service establishment is only valid at participating outlets listed in the voucher or the Programme.
- 5.11. Vouchers redeemed under this Programme are not exchangeable for other Gifts, are not refundable, not replaceable, and not transferable for cash or credit under any circumstances.
- 5.12. The Centre will NOT (a) replace; or (b) assist the Customer by placing a hold or freeze status on any misplaced, lost or stolen Gift voucher under any circumstances.
- 5.13. All Gifts are subject to stock availability. The Centre reserves the right to give prior notice to the Customer to discontinue and/or replace the Gifts with alternative Gifts of similar value.
- 5.14. There is NO TRIAL PERIOD for all the Gifts.

6. Collection of Gifts

- 6.1. There will be no delivery of the Gifts. The Customer will need to collect the redeemed Gift at the Centre.
- 6.2. Please allow 3 – 4 weeks to collect the Gift item(s) or Voucher(s) from the date of receipt of the redemption form submitted or the request received by the Centre from the Customer.
- 6.3. The Centre will inform the Customer upon arrival of the Gift for collection.
- 6.4. In order to collect and accept the Gift, the Customer or authorised representative is required to present identification, i.e. NRIC or Passport, to the Centre, failing which the Centre has the right to refuse to allow the collection of the Gift.

7. Termination

- 7.1. The Centre reserves the right to suspend or terminate the Programme at any time it deems necessary by giving prior written notice to the Customers in the

manner it deems appropriate. Termination of the Programme will take effect on the date specified in the notice. The Customers must use any outstanding Loyalty Points within thirty (30) days of the termination date. All outstanding points will be automatically cancelled upon the thirty (30) days' expiry.

8. General

- 8.1. The Gift under the Programme catalogue is valid for redemption until being informed by the Centre and is subject to the availability of the Gifts.
- 8.2. The Centre assumes no responsibility for any claims, losses, costs, expenses, or damages of whatever nature resulting from the Customer redemption of the Gift(s), which the Customer shall refer to the Merchant.
- 8.3. Suspected or actual fraud and/or suspected or actual abuse relating to the accumulation of Loyalty Points under the Programme or the redemption of the Gifts may result in the forfeiture of accumulated Loyalty Points and cancellation of the Customer's participation in the Programme.
- 8.4. The Centre reserves the right to charge the total amount to the Customer's account for any redemption made by the Customer who is in breach of this T&C.
- 8.5. If the Customer is not in good standing (overdue in payment), and/or if any of the Customers fail to adhere to this T&Cs and/or the Package T&C, the Customer may be suspended and/or disqualified from participating in the Programme and the Loyalty Points accrued in the Customer's account may be forfeited.
- 8.6. By participating in the Programme, the Customer consents to and authorises the Centre to disclose the Customer's personal data to the Centre's service providers, including the courier service companies and/or the Merchants, to run this Programme and delivery of the Gifts.
- 8.7. All questions or disputes regarding the eligibility for the Programme, accrual of Loyalty Points or redemption of Loyalty Points will be determined by the Centre at its discretion by giving prior notification to the Customer.
- 8.8. Any props, accessories or equipment featured with the Gifts in any advertising, promotional, publicity and pictorial materials are for decorative and illustration purposes. They shall not form part of the Gifts.
- 8.9. The Centre reserves the right to cancel, suspend or amend the Programme T&Cs wholly or partly at any time by giving prior written notice to the Customer.
- 8.10. In participating in the Programme, the Customer agrees to be bound by the T&Cs and the Centre's decisions.
- 8.11. For any inquiries related to points balance, Customers can contact Fizo Kare at +6012-237 2685 or wecare@fizokare.com.
- 8.12. The T&Cs herein shall be governed by and construed in accordance with the laws of Malaysia, and the Cardholder agrees to submit to the jurisdiction of the Courts of Malaysia.