

ASTRO GS SHOP SDN BHD CUSTOMER TERMS AND CONDITIONS - "GO SHOP" TV

TERMS & CONDITIONS FOR MAYBANK POINTS REDEMPTION PROGRAMME

The following Redemption Terms and Conditions relate to a Cardmember's use of cards under Maybank's loyalty programme known as "Maybank Points Redemption Programme" ("Programme"). The Programme is a collaboration between Maybank and ASTRO GS SHOP SDN BHD ("AGSSB") which allows eligible Cardmembers to purchase the products offered on GO SHOP by using the accumulated Maybank points in Cardmembers respective accounts.

I. ELIGIBILITY

1. Subject to the terms herein, Customers with the following Maybank Cards are eligible to participate in the Redemption:
 - i. All MasterCard and Visa Credit Cards issued by by Maybank and Maybank Islamic (excluding Corporate Cardmembers).
 - ii. All American Express® Credit and Charge Cards (either with or without Frequent Traveller Option) issued by Maybank and Maybank Islamic (excluding Corporate Cardmembers).
 - iii. All Prepaid Cards issued by Maybank.
 - iv. All Maybank Visa and MasterCard Platinum Debit Cards, Visa Debit Cards issued by Maybank.
2. The Cards that are not valid for the Redemption are:
 - i. Maybank World MasterCard
(Cardmembers are eligible to redeem for the Malaysia Airlines Frequent Flyer Enrich Miles only).
 - ii. Singapore Airlines KrisFlyer American Express Gold Credit Card
(Cardmembers are eligible to redeem for the Krisflyer Miles only).
3. Only Cardmembers with valid Cards issued by Maybank may utilize the Redemption for the purchase of GO SHOP Products and related accounts must be valid, in good standing, not closed, cancelled or terminated by Maybank or Cardmember for use in any Redemption .
4. Cardmembers are advised to comply with Maybank's terms and conditions in relation to the Programme in order to ensure that their Redemption is not compromised and AGSSB shall not be held liable in any manner whatsoever to any Cardmember for any breach of the Cardmember of its obligations with Maybank under the Programme.

II. REDEMPTION WITH MAYBANK POINTS

1. Redemption with Maybank Points to purchase Products from GO SHOP shall be an additional Payment Method pursuant to the Customer Terms and Conditions for "GO SHOP" TV. A Cardmember may purchase GO SHOP Products via the Redemption as follows:
Step 1: Call the designated toll free hotline number shown on GO SHOP.
Step 2: Inform the Personal GO SHOPPER that you will be paying using your Maybank Points before placing an Order.

A Cardmember must be a registered Customer of GO SHOP before they can redeem using their Maybank Points

2. Every 400 Maybank Points will be equivalent to RM1.00 of a price of a Product shown on GO SHOP. Customers are advised to view GO SHOP to find out more details.
3. Cardmembers must ensure that there is sufficient Maybank Points balance in their Cards before any Redemption is made as ONLY full points redemption is allowed for payment of the Product price. Cardmembers are not allowed to use other Payment Methods (provided in Section 4 of the Customer Terms and Conditions for "GO SHOP" TV) to pay any part thereof on the price of a Product for a Redemption.
4. Redemption of Products by Cardmembers with insufficient, expired, invalid or fraudulent Maybank Points will be rejected and AGSSB will not be held liable for such rejection. Cardmembers are advised to refer to the Customer Terms and Conditions for "GO SHOP" TV's Terms of Payment (Sections 4 (b) and 4 (c)) which shall apply herein.

III. PRODUCT EXCHANGE

1. All Redemptions made using the Maybank Points for purchase of any Product on GO SHOP is considered final and Cardmembers shall not be entitled for any refund in any form whatsoever including without limitation any Maybank Points, cash or cash equivalent from AGSSB and/or in the event that a Cardmember has breached or failed to comply with the Redemption Terms and Conditions, the Customer Terms and Conditions for "GO SHOP TV" and Maybank's terms and conditions for the Programme and/or if any Cardmember has committed any fraud or illegal activities in relation to the Redemption.
2. For all Products purchased via the Redemption, Cardmembers are only allowed to an EXCHANGE of the Product subject to the following:

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- i) Cardmembers are allowed to request for exchange of the same Product only within TEN (10) calendar days (“Exchange Period”) from the date of the Cardmember’s receipt of the delivered Product (“Date of Product Receipt”). A Cardmember’s request shall not exceed Three (3) times or no later than thirty (30) days from the first Date of Product Receipt, whichever is earlier.
 - ii) All Products (including any free gifts or free promotional items associated with the purchase) must be in their original seal (unbroken) and packaging with all tags, accessories, sales invoice and warranty card (if any) enclosed.
 - iii) Products consisting of food or perishable items, and personal body items such as cosmetics or facial products cannot be exchanged if they have been partially consumed or used. Undergarments and inner wear clothing cannot be exchanged for any reason whatsoever.
 - iv) No Product may be exchanged if it is specified in the warranty card that no exchanges or returns are allowed.
 - v) All Products for exchange must be cleared to the reasonable satisfaction of AGSSB before any exchange is confirmed.
 - vi) During the Exchange Period, all exchanges of any Product are collected or re-delivered by AGSSB’s delivery provider free of charge. Thereafter, AGSSB shall be entitled to charge Cardmembers a collection cost which shall be paid by the Cardmember to the delivery provider at the point of collection.
3. After the Exchange Period and subject to the terms contained herein, no requests for exchange are allowed except for defective Products within any warranty period and the Cardmember shall have to engage directly with the supplier or manufacturer (at their service center stated in the warranty card) if the Cardmember wishes to request and demand for any exchange. Where the service center of the supplier or manufacturer is not specified, then AGSSB may, at its sole discretion, and at the request of the Cardmember, collect the Product free of charge from the Cardmember and deliver the Product back to the supplier or manufacturer on behalf of the Cardmember. A Cardmember is not entitled to any exchange after the expiry of the warranty period of the Product.
 4. For avoidance of doubt, only an exchange of a Product is allowed and no request for any cancellation, returns for a refund or refunds for a Product purchased from GO SHOP under the Redemption is allowed.
 5. AGSSB shall have the absolute discretion to decide on what Products that may be exchanged and AGSSB’s decision on this shall be final and binding. Cardmembers are advised to check with the Personal GO SHOPPER on the full list of items.

IV. GENERAL TERMS

1. Definitions:
 The definitions and terms referred to in this Redemption Terms and Conditions shall have the same meaning as those contained in the Customer Terms and Conditions for “GO SHOP” TV unless otherwise mentioned. In the event that the terms of this Redemption Terms and Conditions conflict with the Customer Terms and Conditions for “GO SHOP” TV then the terms in this Redemption Terms and Conditions shall prevail unless the language of such document unequivocally and expressly states that the terms of such documents are to prevail.

“**Cardmember (s)**” means a Customer who are principal card members with valid Cards issued by Maybank may utilize the Redemption for the purchase of GO SHOP Products;

“**Cards**” means the Maybank cards under the Programme which may be used by a Cardmember as specified in Section I (1) herein;

“**Customer Terms and Conditions for “GO SHOP” TV**” means the Terms and Conditions for GO SHOP;

“**Maybank**” means Malayan Banking Berhad;

“**Maybank Points**” means the points accumulated and earned by a Cardmember under the Programme;

“**Programme**” means the Maybank Points Redemption Programme belonging to Maybank;

“**Redemption**” means payment of Products purchased from GO SHOP by a Cardmember by redeeming with Maybank Points;

“**Redemption Terms and Conditions**” means the terms and conditions herein in relation to a Redemption by a Cardmember.
2. By using the Redemption to purchase a Product, a Cardmember shall deem to be have read and accepted and agreed to be bound by the Redemption Terms and Conditions which is an addendum to and shall be read with the Customer Terms and Conditions for “GO SHOP” TV.
3. AGSSB will not be liable for any death, injury, direct or consequential loss, theft or damage of any nature that the Cardmember may suffer arising from Redemption of any Product herein.
4. AGSSB be entitled at its discretion to remove, revise, add or change the manner of the mechanics of the Redemption and the Redemption Terms and Conditions herein at any time and from time to time. Cardmembers are advised to either view GO SHOP or call AGSSB’s toll free number for further details.