

“MESRAKAN PERJALANANMU – PETRONAS SYNTIUM HARI RAYA 2025 PROMOTION”
TERMS AND CONDITIONS

1.0 Organizer:

1.1 PETRONAS Lubricants Marketing (Malaysia) Sdn Bhd (“**PLMM**”) is the organizer of this “Mesrakan Perjalananmu – PETRONAS Syntium Hari Raya 2025 Promotion” (hereinafter referred to as “**Promotion**”).

1.2 The following terms and conditions apply in respect of this Promotion. By participating in this Promotion, you agree to be bound by these terms and conditions, including any amendments made from time to time, without limitation or qualification (hereinafter referred to as the “**Terms and Conditions**”).

2.0 Eligibility:

2.1 The Promotion is open to all customers who purchase PETRONAS Syntium Fully Synthetic three and a half litres (3.5L), PETRONAS Syntium Fully Synthetic four litres (4L) and/or PETRONAS Syntium Semi Synthetic four litres (4L) at the Recommended Retail Price at any PETRONAS station, PETRONAS AutoExpert outlet nationwide, PETRONAS authorized dealer or PETRONAS Shop via the official website, Shopee or Lazada Flagship Stores (hereinafter referred to as “Participant” or “Participants”).

“Recommended Retail Price” herein shall mean the price at which a manufacturer suggests that a retailer sells a product to consumers.

3.0 Promotion Rewards:

3.1 The rewards, in the form of a rebate, are as follows:

(a) With every minimum purchase of one (1) bottle of any PETRONAS Syntium Fully Synthetic three and a half litres (3.5L) and/or four litres (4L) as set out in Clause 5.1.1 herein, Participants will receive a rebate amount of RM20 per item per receipt via their preferred E-wallet Platform; and

(b) With every minimum purchase of one (1) bottle of any PETRONAS Syntium Semi Synthetic four litres (4L) as set out in Clause 5.1.1 herein, Participants will receive a rebate amount of RM12 per item per receipt via the E-wallet Platform;

(hereinafter collectively referred to as the “Promotion Rewards”). For the avoidance of doubt, “E-wallet Platform” herein refers to the Setel e-wallet, Touch ‘N Go e-wallet, Boost e-wallet or Sarawak Pay e-wallet.

3.2 Participants must select one (1) E-wallet Platform per submission of Form for the redemption of the Promotion Rewards.

3.3 Participants who select Setel e-wallet as their preferred E-wallet Platform will receive additional rewards in the form of Mesra Points credited into their registered Setel App account.

4.0 Promotion Period:

4.1 Unless otherwise notified by PLMM, the Promotion shall commence from **1 March 2025 to 30 April 2025**(hereinafter referred to as “**Promotion Period**”), both dates inclusive.

5.0 Promotion Mechanics:

5.1 To be entitled for the Promotion Rewards as set out in Clause 3.0 herein, Participants are required to:

5.1.1 purchase a minimum of one (1) bottle of any of the following PETRONAS Syntium lubricants at any PETRONAS station, PETRONAS AutoExpert outlet nationwide, PETRONAS authorized dealer or PETRONAS Shop via the official website, Shopee or Lazada Flagship Stores in a single receipt:

(a) PETRONAS Syntium Fully Synthetic Lubricants:

- (i) PETRONAS Syntium Hybrid 7000 0W-20 (4L);
- (ii) PETRONAS Syntium 7000 0W-16 (4L);
- (iii) PETRONAS Syntium 7000 0W-20 (4L);
- (iv) PETRONAS Syntium 7000 0W-40 (4L);
- (v) PETRONAS Syntium 3000 5W-30 (4L);
- (vi) PETRONAS Syntium 3000 DM 5W-30 (4L);
- (vii) PETRONAS Syntium 3000 E 5W-40 SN (4L); or
- (viii) PETRONAS Syntium 3000 E 0W-20 (3.5L).

(b) PETRONAS Syntium Semi Synthetic Lubricants:

- (i) PETRONAS Syntium 800 5W-30 (4L); or
- (ii) PETRONAS Syntium 800 10W-40 (4L).

5.1.2 scan the QR code displayed on the Point of Sales Material (POSM) for the Promotion at any PETRONAS station, PETRONAS AutoExpert outlet nationwide, PETRONAS authorized dealer or PETRONAS Shop via the official website, Shopee or Lazada Flagship Stores. The QR code will direct Participants to a page containing a form required to be completed by Participants (hereinafter referred to as “Form”).

5.1.3 complete the Form with the following steps:

(a) Fill in the required personal details, including but not limited to:

- (i) Full name (as per Identification Card (IC));

- (ii) Email address;
- (iii) Phone number;
- (iv) Preferred E-wallet Platform;
- (v) Purchase channel.

(b) Upload and submit the proof of purchase or receipt.

- 5.2 Each Participant is only eligible to redeem a maximum of four (4) Promotion Rewards per registered phone number linked to the chosen E-Wallet Platform during the Promotion Period. For clarity, for each submission of the Form, a Participant may choose a different E-Wallet Platform for the redemption of the Promotion Reward.
- 5.3 Within seven (7) working days from the date of submission of the Form by Participants and subsequent verification by PLMM, Participants will receive an email or SMS notification confirming their eligibility to receive the Promotion Rewards. The Promotion Rewards will be credited to Participants' chosen e-wallet accounts within twenty-one (21) working days from the date of receipt of the aforementioned email or SMS notification.
- 5.4 In the event of any delay in the delivery of the Promotion Rewards, PLMM will communicate with the Participants via their registered email address and/or mobile number. In the event Participants receive the email or SMS notification in paragraph 5.3 above but have not received the Promotion Rewards within the stipulated timeline, they may contact PLMM via the official PETRONAS Syntium Facebook page or at mesralink@petronas.com in accordance with Clause 6.12 herein.
- 5.5 The rebate shall be valid for a period of 6 months from the commencement of the Promotion Period ("Rebate Validity Period"). If the Participant fails to claim their rebate within the Rebate Validity Period, the rebate shall be forfeited.

6.0 Miscellaneous:

- 6.1 PLMM reserves the right at any time, at its absolute discretion and without prior notice, to substitute any of the Promotion Rewards with other items of similar or higher value. All Promotion Rewards are given on an "as is" basis and are not exchangeable for or redeemable in credit, other items or vouchers in part or in full and are non-transferable to any other person.
- 6.2 By entering or participating in this Promotion, Participants hereby fully and unconditionally agree and accept all the Terms and Conditions herein contained and agree that the decisions of PLMM regarding this Promotion and all matters relating to or in connection thereto are final and binding and no such queries, appeals or correspondences will be entertained.
- 6.3 In the event a Participant is found to be ineligible at any point of time during or after the Promotion Period (as set out in Clause 4.0 herein) or any non-

compliance by the Participants with any of the Terms and Conditions herein contained or in the event of fraudulent activities , PLMM reserves the right, at its sole discretion, to disqualify the said Participant and to cancel, withdraw, revoke and/or recall any Promotion Rewards (as set out in Clause 3.0 herein) awarded to the Participant. If the said Participant has used or enjoyed the Promotion Rewards, the Participant agrees and undertakes to indemnify PLMM for the costs of such Promotion Rewards and PLMM shall have the right to initiate any action it deems necessary against the said Participant.

- 6.4** In the event of any error, discrepancy or inaccuracy of any transaction recorded or submitted (if any) to PLMM, PLMM will not be held responsible for any issues or problems that arise in respect of the error, discrepancy or inaccuracy of any of the said transaction.
- 6.5** PLMM reserves the right to cancel, shorten, extend, suspend, or terminate the Promotion at any time prior to the expiry of the Promotion Period without prior notice to the Participants. For the avoidance of doubt, any cancellation, extension, suspension or termination of the Promotion at any time prior to the expiry of the Promotion Period shall not entitle the Participants to claim any compensation from PLMM for any and all losses or damages suffered or incurred by the Participants as a result of the said cancellation, extension, suspension or termination. PLMM also reserves the right to amend, modify, delete, or change any of the Terms and Conditions herein contained at any time at its absolute discretion without prior notice. Continued participation in the Promotion following any such amendments, modification, deletion or changes shall constitute the Participants unconditional acknowledgment, understanding, agreement and acceptance of such amendments, modification, deletion or changes in respect of the Terms and Conditions.
- 6.6** PLMM reserves the right to use the names, addresses, photographs, information, and documents of the Participants as materials in advertisements and other form of publicity for current and future marketing purposes from time to time without prior notice to the Participants and the Participants shall not claim ownership of the material. Participation of the Participants in the Promotion constitutes their consent to such use, without further notice, payment, or consideration.
- 6.7** PLMM shall not be held responsible or liable for any damages, or claims whatsoever resulting from participation in the Promotion, the use of the Promotion Rewards, and/or the collection of the Promotion Rewards. All transportation, personal costs, and any other related expenses incurred in the participation of anything related to this Promotion and/or redemption of the Promotion Rewards are the sole responsibility of the Participants.
- 6.8** All Promotion Rewards are accepted entirely at the risk of the Participants, and PLMM excludes all warranties in connection with any Promotion Rewards to the extent permitted by law. PLMM will not be held liable for the non-receipt of Promotion Rewards and no replacement and/or exchange of Promotion Rewards will be entertained under any circumstances.

- 6.9** PLMM, its employees, its affiliates, employees of the PETRONAS group of companies, participating partners and its relevant service providers shall not be liable for any default due to any act of natural calamities, war, riot, strike, lock out, industrial action, fire, flood, drought, storm or any event beyond their reasonable control.
- 6.10** The Terms and Conditions prevail over any provisions or representations contained in any brochure or other promotional materials advertised under this Promotion.
- 6.11** PLMM is the final authority to decide on the interpretation of the Terms and Conditions and any other matters relating to this Promotion.
- 6.12** For any further enquiries on the Promotion's Terms and Conditions, please contact PLMM via the official PETRONAS Syntium Facebook page or at mesralink@petronas.com.

7.0 Personal Data

By participating in the Promotion, Participants are deemed to have irrevocably agreed and consented to the collection, processing, use, disclosure and retention by PLMM, its employees, its affiliates, employees of the PETRONAS group of companies, participating partners and its relevant service providers of their personal data in the manner as set out in the Personal Data Notice pursuant to Section 7 of the Personal Data Protection Act 2010, which can be viewed at <http://www.mymesra.com.my/pdpa>.