

Shell Car Care Campaign – Terms and Conditions

1. The 'Shell Car Care Campaign' programme ("**Programme**") will commence from 12:00AM on Wednesday, 1 November 2023 to 11:59PM on Thursday, 30 November 2023, both dates and times inclusive ("**Programme Period**").
2. This Programme is jointly organised by Shell Malaysia Trading Sdn. Bhd. (Company no. 196501000279 (6087-M)) ("**SMT**"), Shell Timur Sdn. Bhd. (Company no. 198401000783 (113304-H)) ("**Shell Timur**"), and BonusKad Loyalty Sdn. Bhd. (Company no. 199701022703 (438200-T)) ("**BonusLink**"). SMT and Shell Timur are jointly referred to as "**Shell**"; SMT, Shell Timur and BonusLink are jointly referred to as the "**Organisers**".
3. The Programme is open to all targeted individuals who (i) have successfully registered as a member of BonusLink ("**Members**"); (ii) are residing in Malaysia; and (iii) are above eighteen (18) years of age only ("**Eligible Members**").
4. The Organisers reserve the right to disqualify any person that they know is, or have reasonable grounds to believe is, ineligible for this Programme as a result of the terms and conditions ("**Terms and Conditions**") herein.
5. This Programme is applicable to all participating Shell Select retail stores in Malaysia ("**Shell Stations**") as listed on www.shell.com.my/stationlocator.
6. To participate in this Programme, Eligible Members must meet the following requirements (collectively known as the "**Pre-requisites**"):
 - a. Head over to any participating Shell Stations; and
 - b. Spend a minimum of RM50 on Shell Car Care products in a single receipt ("**Qualifying Products**"); and
 - c. Ensure that either: (i) a valid physical BonusLink Card is swiped; or (ii) a valid BonusLink virtual card via the BonusLink mobile application ("**BLINK App**") is scanned prior to making payment at the cashier and/or payment terminal.

For the avoidance of doubt, BonusLink will track the cumulative spending of each Eligible Member through the amount of BonusLink Points issued. In the event of technical issues causing any error or delay in crediting the BonusLink

Points to the Eligible Members, the transaction may not be included in the calculation of cumulative spend.

7. The qualifying products are as below:
 - a. Shell All Interior Cleaner
 - b. Shell Leather Cleaner
 - c. Shell Speed Wax
 - d. Car Shampoo & Wax
 - e. Car Shampoo
 - f. Microfiber Cloths

8. During the Programme Period, Members will earn BonusLink loyalty points ("**BonusLink Points**") for every Ringgit Malaysia One (RM1.00) spent on the Qualifying Products in accordance with the BonusLink Points structure as detailed on www.shell.com.my/BonusLink.

9. Members who have met the pre-requisites are entitled to receive an extra 500 BonusLink Points ("**Reward**") for the purchase of the qualifying products. The Reward will be credited to the Members' BonusLink account 4 weeks after Programme ends on Thursday, 30 November 2023. The Members shall remain as Members of BonusLink at the time of issuance of the Reward in order to receive the Extra BonusLink Points. For the avoidance of doubt, each Member shall only be entitled to receive the Reward only once throughout the Programme.

10. By participating in this Programme, each Member expressly agrees and consents to:
 - a. be bound by the Terms and Conditions herein, including the decisions of the Organisers concerning this Programme; and
 - b. By participating in this Programme, each Member is deemed to have read, given acceptance and consent for BonusLink's privacy policy accessible at this link: <https://www.bonuslink.com.my/EN/PrivacyNotice.aspx> ("**Privacy Policy**") and agreed to be bound by the Privacy Policy. All personal data provided by Members in this Programme will be updated unto Members' BonusLink account accordingly. Any personal data used by BonusLink will be in compliance with the Personal Data Protection Act 2010 as indicated in the Privacy Policy (and any third party authorized by BonusLink) to use Members' personal data including Members' names, contact details and

photographs for publicity purposes, and for the purposes of this Programme. In the event that Members do not consent to the use of any Members' personal data including photographs, please notify BonusLink of the same immediately. Failure to provide consent will render Members to be ineligible to participate in this Programme. In the event that any Member disagrees to have his/her personal data to be used and processed in accordance with the Privacy Policy and this Terms & Conditions, the Members shall immediately notify BonusLink to express his/her disagreement and decision to be opted-out from the Programme. In such instances, the Member has opted-out from and no longer be eligible to receive any Voucher, benefits or privileges under this Programme. As for Shell, such personal data provided pursuant to this Programme shall be used in accordance with Shell's Privacy Policy on www.shell.com.my/privacy which forms an integral part of these Terms and Conditions.

RIGHTS OF SHELL AND BONUSLINK

11. All of the Organisers' decisions on all matters including but not limited to the eligibility of the Programme participants, Programme mechanics and/or Reward for this Programme or in the event of any dispute shall be final and binding and no correspondence or appeals shall be entertained.
12. The Organisers reserve the right to cancel, terminate or suspend this Programme with or without any prior notice. For the avoidance of doubt, cancellation, termination or suspension by the Organisers of this Programme shall not entitle any party to any claim or compensation against the Organisers for any and all losses or damage suffered or incurred by any party as a direct or indirect result of the act of cancellation, termination or suspension.
13. In no event will the Organisers be liable for any loss or damages including without limitations, loss of income, profits or goodwill, direct or indirect, incidental, consequential, exemplary, punitive and/or special damages of any party including third parties howsoever arising whether in contract, tort, negligence or otherwise, in connection with this Programme, even if the Organisers have been advised of the possibility of such damages in advance, and all such damages are expressly excluded.

GENERAL TERMS AND CONDITIONS

1. By participating in this Programme, Members are deemed to have read, understood and agreed to be legally bound by the Terms and Conditions of this Programme as stated herein and any additional Terms and Conditions stipulated by the Organisers from time to time (as may be applicable) including all decisions of the Organisers in all matters without limitation or qualification related thereto.
2. The Organisers shall not be responsible for, nor have any control whatsoever on the SMS traffic, network failure and / or interruptions on the part of the respective telecommunications service providers for any other reason(s) whatsoever resulting in the delay of the issuance or redemption of the Voucher during Programme Period.
3. The Organisers reserve the absolute right, at any time, to review, investigate and verify the validity of any successful transactions and/or eligibility of Members at any point in time. The Voucher is subject to availability and may be changed by the Organisers at any time without notice.
4. The Voucher has no cash or monetary value and is not redeemable for cash in any form and is non-assignable, non-transferable, non-exchangeable for cash in part or full, non-returnable and/or non-refundable. The Voucher shall not be regarded, construed, or used as valuable or exchangeable instruments under any circumstances.
5. This Programme strictly does not apply to EU residents.
6. In the event that:
 - a) The Organisers determine that any transaction may be suspicious, illegal, involves any criminal activities or involves Voucher that has been obtained through dishonesty or fraudulent means;
 - b) The Organisers determine that a Member has abused any of the Programme benefits and/or privileges, has failed to comply with any of these terms and conditions set out hereinabove, or has made any misrepresentation to the Organisers;

- c) The Voucher is no longer made available; and/or
- d) The Voucher has been issued to a Member in error or expired;

The Organisers may at their sole discretion without any prior notice to disqualify any Member and/or to cancel the Voucher or any other actions as the Organisers deem fit.

- 7. The Organisers to the fullest extent permitted by law exclude all warranties, rights and remedies (including warranties implied by statute or otherwise) that Members would otherwise be entitled to by law.
- 8. The Organisers reserve the right at its absolute discretion to jointly amend, delete, or add to any of these Terms and Conditions from time to time without prior notice.
- 9. The Members are responsible for and shall comply with all these Terms and Conditions and Members shall not, as part of the participation in this Programme, breach any of these terms.
- 10. All Members shall comply with all applicable laws when participating in this Programme.
- 11. These Terms and Conditions, as the same may be amended from time to time, shall prevail over any provisions or representations contained in any other promotional materials or advertisements in relation to this Programme.
- 12. In the event where there is any inconsistency(ies), conflict(s), ambiguity(ies) or discrepancy(ies) between English and Bahasa Malaysia versions of these Terms and Conditions, the English version of these Terms and Conditions shall prevail.
- 13. These Terms and Conditions are governed by and construed under the laws of Malaysia.
- 14. For more information on this Programme, visit www.shell.com.my, www.bonuslink.com.my or contact Shell's Customer Service Hotline Centre at 1300 88 1808 or drop a WhatsApp message to BonusLink's Member Interaction

Centre at 03- 7626 1000 or alternatively, e-mail us at generalpublicenquiries-my@shell.com / MemberServices@bonuslink.com.my.