

## **Terms & Conditions AEON BiG Voucher**

**1.0** These are the terms and conditions are applicable to any voucher issued by AEON BiG (“**AEON BiG Voucher**”). By obtaining or using AEON BiG Voucher, you agree to be bound by the following terms and conditions:

### **2.0 Types of Voucher Issuance**

2.1 There are two types of voucher being issued at AEON BiG:

2.1.1 **Cash Voucher**

Physical form of voucher which is issued to the customer at a special counter on a specific promotion.

2.1.2 **e-Voucher**

Voucher that is printed together with the issuance of receipt during a transaction for a specific promotion.

2.2 The AEON BiG Voucher is usually issued in-store to customers on special promotion period only.

### **3.0 Voucher Issuance**

3.1 To be entitled for any AEON BiG Voucher, the customer's purchase must meet all the criteria set out by AEON BiG for each promotion. For example, customer's must purchase a minimum of RM50 in a single receipt to be entitled to a RM2.50 e-Voucher on a 1<sup>st</sup> or 3<sup>rd</sup> Wednesday of the month.

3.2 No AEON BiG Voucher shall be issued for the purchase of liquor, cigarettes, mobile/prepaid top up, gift card purchase/top up, any other redemption campaign held at AEON BiG at the time of promotion and government controlled items.

3.3 AEON BiG's physical voucher must be redeemed from the special counter within the same day of purchase. Any next day redemption will not be entertained.

### **4.0 Usage of Voucher**

4.1 The denomination of the AEON BiG Voucher shall be based on the value stated on the Voucher or as advertised for the specific promotion.

4.2 The validity and expiry of the AEON BiG Voucher shall be based on the date stated in the Voucher or as advertised for the specific promotion. Any request to extend the expiry date will not be entertained.

4.3 The AEON BiG Voucher is valid for single use at any AEON BiG Hypermarkets, unless otherwise stated.

4.4 The AEON BiG Voucher is not exchangeable for cash or credit value.

4.5 If your purchase is of higher value than the value stated on the AEON BiG Voucher, differences can be paid by cash, credit card and/or any other payment methods accepted by AEON BiG, which shall be advised from time to time.

4.6 Notwithstanding the above, no refund will be provided if the purchase value is lesser than the value of AEON BiG Voucher.

4.7 The AEON BiG Voucher is not valid at any Health Lane Family Pharmacy, AEON BiG Food Court or tenants of AEON BiG unless otherwise advised.

4.8 The AEON BiG Voucher is not valid for the purchase of liquor, cigarette, mobile/prepaid top up, gift card purchase/top up and redemption campaign.

4.9 AEON BiG will only accept original vouchers for each transaction.

4.10 AEON BiG will not replace nor compensate for any lost/damaged voucher for whatsoever reason.

4.11 In the event of any exchange/return of purchase, the bearer will not be entitled to any refund of the cash value of the voucher/return of the physical voucher used.

4.12 AEON BiG reserves the right to seek the return of any AEON BiG voucher used for purchases in the event of any returns and/or refunds of such purchases. If the original voucher(s) is/are not returned to AEON BiG, the cash value of the voucher shall be deducted from the refund amount.

### **5.0 Return & Refund of Purchased Goods**

5.1 In the event purchased goods are returned, resulting in the purchase value falling below the minimum threshold for entitlement of the AEON BiG Voucher, you are required to surrender the effected AEON BiG Voucher and AEON BiG shall refund the full amount of the returned goods.

**Example:**

**Scenario 1 (Every purchase of RM50 entitles you one (1) RM2.50 Cash Voucher)**

Ali purchased a radio and a pair of shoes totalling RM153.00.

Ali is entitled to: Three (3) pieces of RM2.50 Cash Voucher.

Ali would like to return the shoes amounting to RM39.90 and seeks a refund.

After returning the shoes, Ali's receipt is now: RM113.10

Based on Ali's current receipt after returning, Ali is now entitled to: Two (2) pieces of RM2.50 Cash Voucher.

Therefore, Ali is required to surrender one (1) RM2.50 Cash Voucher to AEON BiG.

AEON BiG refunds Ali RM39.90 either in cash/credit.

- 5.2 If you are unable to surrender AEON BiG Voucher for whatsoever reasons, AEON BiG shall deduct the effected AEON BiG Voucher from the price of returned goods and refund the balance to you either in cash or credit.

**Example:**

**Scenario 2 (Scenario 1 but customer had misplaced the Cash Voucher)**

Ali purchased a radio and a pair of shoes totalling RM153.00.

Ali would like to return the shoes amounting to RM39.90 and wants a refund.

Ali is required to surrender one (1) RM2.50 Cash Voucher.

However, Ali has misplaced his Cash Voucher.

Therefore, AEON BiG will deduct RM2.50 from the price of the shoe (RM39.90) and refund RM 37.40 to Ali either in cash or credit.

- 5.3 In the event that you are returning an appliance due to a manufacturing defect; and such return has affected the total amount in the receipt that entitles you to the AEON BiG Voucher, you are required to surrender the effected AEON BiG Voucher and AEON BiG shall refund you in full either in cash or credit.

**Example:**

**Scenario 3 (Return of defective appliance - Every purchase of RM50 entitles you one (1) RM2.50 Cash Voucher (Maximum five (5) RM2.50 Cash Voucher))**

Ali purchased a vacuum cleaner and a radio totalling RM318.00.

Ali is entitled to: 5 pieces of RM2.50 Cash Voucher.

Ali noticed a manufacturing defect on the radio and would like to return the radio and wants a refund. The radio is priced at RM189.00

After returning the radio, Ali's receipt is now: RM129.00

Ali is now entitles to: 2 pieces of RM2.50 Cash Voucher.

Therefore, Ali is required to surrender three (3) RM2.50 Cash Vouchers.

AEON BiG refunds Ali RM129.00 in cash/credit.

- 5.4 If you are unable to surrender the effected AEON BiG Voucher for whatsoever reasons, AEON BiG shall deduct the effected AEON BiG Voucher from the price of returned appliance and refund the balance to you either in cash or credit.

**Example:**

**Scenario 4 (Scenario 3 but had misplaced the Cash Voucher)**

Ali purchased a vacuum cleaner and a radio totalling RM318.00.

Ali noticed a manufacturing defect on the radio and would like to return the radio and wants a refund. The radio is amounting to RM189.00.

Ali is required to surrender three (3) RM2.50 Cash Vouchers.

However, Ali has misplaced his Cash Vouchers.

Therefore, AEON BiG will deduct RM7.50 from the price of the radio (RM189.00) and refund RM181.50 to Ali either in cash or credit.

- 5.5 In the event that you are returning purchased good that was purchased with the AEON BiG Voucher; AEON BiG shall deduct the effected AEON BiG Voucher from the price of returned goods and refund the balance to you either in cash or credit.

**Example:**

**Scenario 5 (Returns of Purchased Goods that was purchased with the Cash Voucher)**

Ali purchased a radio and a pair of shoes totalling RM153.00. Ali used his RM2.50 Cash Voucher making his purchase RM152.00.

Ali would like to return the shoes amounting to RM39.90 and wants a refund.

AEON BiG will deduct RM2.50 from the price of the shoe (RM39.90) and refund RM 37.40 to Ali either in cash or credit.

**General**

- 6 AEON BiG Voucher shall, at all times, remain as the property of AEON BiG and must be surrendered to AEON BIG immediately upon request.
- 7 AEON BiG assumes no responsibility for any technical failure of the voucher issuance system including but not limited to failure in the relevant electronic equipment or due to any other reason that results in the AEON BiG Voucher not being accepted by AEON BiG.
- 8 AEON BiG reserves the rights to change or amend these terms and conditions or cancel/revoke AEON BiG voucher or discontinue issuance of voucher at any time without prior notice and without compensation.