

Terms & Conditions

1.0 INTRODUCTION

Welcome to the BiO-LiFE Privilege Consumer program (hereafter called the BLPC). BLPC refers to the member-exclusive service provided by BiO-LiFE Marketing Sdn Bhd (hereafter called the BiO-LiFE), one of the subsidiaries of MEGA Lifesciences.

The Terms and Conditions ("T&C") shall apply to the BLPC mobile application ("app"), including all websites of its divisions, subsidiaries and affiliates operated internet sites ("sites") which are made reference herein. Thus, by accessing and using the app, user accepts and agrees to be bound by this T&C.

BiO-LiFE reserves the right to alter and amend these terms and conditions as it deems fit at its absolute discretion and without prior notice. The T&C may be updated from time to time and shall prevail over provisions or representations contained in any other promotion materials or advertising of the contest. User is encouraged to check/visit this page frequently for updates.

2.0 MEMBERSHIP

2.1 Membership refers to every registration and/or registered account through the app.

2.2 Membership is open to all legal residents of Malaysia aged 18 years old and above.

2.3 Membership is a privilege account and is non-transferable.

2.4 No annual fee will be charged for the BLPC Membership.

2.5 To register as a member, user must provide accurate and latest personal information such as full name as per identity card, mobile phone number, delivery address and etc. User is responsible for maintaining the accuracy of his/her information and for updating it as required.

2.6 BiO-LiFE reserves the right to restrict, suspend and/or reject any application, remove any or all Members from the BLPC at any time without disclosing the reasons. BiO-LiFE's decision shall be final and conclusive. All questions and appeals on the decision will not be entertained. Reasons for the restriction/suspension/rejection may be due but not limited to:

2.6.1 Inaccurate and false personal information provided

2.6.2 Duplication of personal information with an existing registered user

2.6.3 Breach of any T&C

2.7 To ensure your personal data is secure, we strictly comply with the requirement of personal data protection in accordance with applicable law.

2.8 MEMBERSHIP TIER

BLPC Membership 3-tier program commences from 1st May 2023 with all existing members beginning with a Gold tier membership.

2.8.1 All new Members will begin with a Gold tier membership and it is to the discretion of the Member to maintain or tier-up their membership level as they desire.

2.8.2 Members must purchase MEGA or BiO-LiFE products with the following amounts to maintain or tier up their membership level.

1) Gold Tier: No minimum purchase required to qualify for this tier.

2) Platinum Tier: Purchase a minimum of RM25,000 to qualify for this tier.

3) Diamond Tier: Purchase a minimum of RM70,000 to qualify for this tier.

2.9 MEMBERSHIP VALIDITY

- 2.9.1 User is encouraged to submit clear, official and original printed receipt of MEGA & BiO-LiFE product purchases ("receipt") via app to ensure his/her account remains active.
- 2.9.2 An account will expired until the account is inactive for twelve (12) consecutive months..
- 2.9.3 Upon deactivation of an account, points/gifts/redemption and any kind of rewards accumulated or pending to be deposited to user's BLPC account shall be deemed null and void.
- 2.9.4 BiO-LiFE has no obligation to reimburse/refund any of the points/gifts/redemption/reward that were deemed null and void upon termination.

3.0 POINTS COLLECTION

- 3.1 Official and original printed receipts of MEGA or BiO-LiFE product purchases ("receipts"/ "receipt") from any retail store, pharmaceutical retail outlet, pharmacy and e-store (except clinics and hospitals) are eligible for submission to collect points.
- 3.2 Submission of receipts can be made through the app's 'Upload Receipt' function.
- 3.3 One (1) point will be rewarded for every RM10 spent on MEGA or BiO-LiFE product purchase.
- 3.4 Submission of receipts must be for items strictly purchased by users of the app for their personal consumption only. There shall be no award or accumulation of Points for backdated receipts, special savings, offers, bulk purchases and sales, unless otherwise stated.
- 3.5 User is limited to submit seven (7) receipts with a maximum amount of RM1000 for each receipt and a total maximum amount of RM7000 for each month.
- 3.6 Any receipt that exceeds the maximum amount mentioned in clause 3.5 will be deemed invalid and user will not be eligible to earn any points.
- 3.7 User is required to take a clear photo of the full receipt for submission purpose. A valid receipt must include the mandatory information such as store name, address, receipt number, date of purchase, the description of items purchased including product brand name (MEGA/ Mega/ BiO-LiFE/ Biolife/ BioLife/ BL), individual prices, quantities, mode of payment, total paid amount and etc must be visible in the photo.
- 3.8 If the submitted receipt is unclear, incomplete or mandatory information is concealed, it will be deemed void and invalid, subsequently user will not be entitled to any points.
- 3.9 Handwritten receipt will not be accepted.
- 3.10 The receipt must be submitted within the same day of purchase/issued date (before 12am daily). Receipt submitted on a different date from the receipt's issued date will be invalid and user will not be eligible to earn any reward points.
- 3.11 Members are advised to keep all receipts for at least 6 months of each qualifying period in the event of discrepancies in the accumulated Points.
- 3.12 BiO-LiFE will not accept any resubmission of same receipt and such resubmitted receipt will deemed to have been declined.
- 3.13 BiO-LiFE will only be liable to a Member (and not any other third party) who suffers loss in connection with the Membership arising from Points being wrongly deducted or non-credit of Points entitled by a Member and in such a case, BiO-LiFE's sole liability will be limited to crediting to the relevant Member's account such Points which have been wrongly deducted or should have been credited but were not.
- 3.14 Points expiry:

- 1) Gold Tier: expire 24 months after issuance on a first-in-first-out basis.
 - 2) Platinum Tier: expire 36 months after issuance on a first-in-first-out basis.
 - 3) Diamond Tier: expire 48 months after issuance on a first-in-first-out basis.
- 3.15 Points cannot be exchanged for cash. Points are not transferable.
- 3.16 BiO-LiFE reserves the right to reject, suspend and/or cancel any receipt deemed invalid without disclosing the reasons and the decision is final. All questions and appeals on the decision will not be entertained.

4.0 REWARDS

4.1 PRODUCT REDEMPTION

- 4.1.1 User can only use the points to redeem selected MEGA or BiO-LiFE product ("product") via the app.
- 4.1.2 Each product may have different expiry date and limited quantity per user, the information will be displayed on the redemption page/poster. It is assumed that user has read, acknowledged, understood and agreed to the terms to redeem the product(s) within the stated expiry date. Once the user has confirmed and submitted the redemption order, no cancellation or reimbursement is allowed.
- 4.1.3 The products are available on a first-come, first-served basis and while stocks last.
- 4.1.4 BiO-LiFE reserves the right to cancel the redemption and return the redeemed points to user without disclosing the reason and the decision is final. All questions and appeals on the decision will not be entertained.
- 4.1.5 None of the product redeemed from the app are allowed for resale or barter. BiO-LiFE reserves the right, in its sole discretion, to reject, suspend and/or cancel if any activity against this T&C is found or suspected.

5.0 RETURN & DELIVERY POLICY

- 5.1 User shall review the orders upon checkout before confirming as all redeemed items are non-returnable, non-refundable and non-exchangeable.
- 5.2 User to check the delivery address upon checkout as the delivery address is not allowed to be amended thereafter and for any returned parcel, redelivery charges will be borne by the user.
- 5.3 If damaged parcel or products is received in any way, please contact us by sending a message through "CONTACT US" within 24 hours upon receipt. Complaints received after more than 24 hours upon receipt will not be entertained.
- 5.4 Reimbursement of damages occurred during delivery is subjected to the courier company's discretion and BiO-LiFE reserves the right not to be liable for losses, damages and reimbursement of the products, vouchers and prizes.
- 5.5 Tracking number of the parcel will be provided in the app once the parcel has been shipped.
- 5.6 However, if the courier company has made a redelivery attempt and still unable to deliver the parcels and/or user did not collect the parcel within the stipulated timeline, the parcel will be returned to BiO-LiFE. User will be then charged for any redelivery.

5.7 BiO-LiFE reserves the right, at its sole discretion to determine the mode of delivery of prizes, products, vouchers and will not be held responsible for any delay, damage or loss during the delivery process.

6.0 Others

6.1 In the event of a failure or breakdown of any equipment or system used in connection with the BLPC Program, BiO-LiFE may refuse request to award Points or redemption of any eligible reward on any transaction. BiO-LiFE and any participating Merchant(s) shall not be responsible or liable in any manner in the event Points are not awarded or rewards redemption cannot be made or a Member is unable to check his Points, due to any failure in the equipment or system used in connection with the Program.

6.2 The use of the mobile application and website is at the Member's risk. Member is responsible for the security of his/he user mobile/ email/ social media login and login PIN. BiO-LiFE Management accepts no liability for the disclosure of any user credentials by the Member to a third party, whether intentionally or not.

6.3 Notification of any matter in relation to the BLPC Program shall be deemed given to Member if it is made via any one of the methods below:

- 1) by posting on the mobile application; website; SMS or mobile push notification; or
- 2) by sending an email to Member who has provided email address to BiO-LiFE; or
- 3) by social media postings