

Terms & Conditions for Shell Lubricants Discount Voucher Promotion

1. The Shell Lubricants Discount Voucher Promotion (“**Promotion**”) will commence from 15th Feb 2021 to 15th Apr 2021, both dates inclusive (“**Promotion Period**”).
2. This Promotion is organised by Shell Malaysia Trading Sdn. Bhd. and Shell Timur Sdn Bhd (collectively, referred to as ‘**Shell**’) and is open to all citizens and permanent residents of Malaysia (“**Customers**”) and valid only while stocks of the Voucher (as defined in Clause 4 below) last.
3. This Promotion is available at all Shell stations in Malaysia (“**Shell Stations**”), subject to Clause 5.
4. To be eligible for this Promotion, Customers are required to purchase one (1) pack of the specific Shell lubricants product stated in Clause 6 (collectively, the “**Lubricant Products**”) and thereafter be entitled to a lubricants discount voucher up to the amount specified in Clause 6 below (“**Voucher**”).
5. The entitlement to a Voucher for a purchase of Shell Advance is not applicable at certain Shell Stations. Prior to any purchase of Shell Advance, the Customer is advised to verify that the Shell Station the Customer intends to purchase any Shell Advance from is entitled to a Voucher.
6. Depending on the type of Lubricant Products that the Customers have purchased, Customers are entitled to redeem the Voucher equivalent to the following value:

Lubes Discount voucher value	Lubricants Category	Product SKU	Pack size
RM / pack			
30	Helix	PowerV 0W40	4L
		Ultra 0W30	
		Ultra 5W30	
		Ultra 5W40	
	Rimula	HX8 0W20**	7.5L
20	Helix	LD5	4L
		HX8 5W30**	
		HX8 5W40**	
		HM10W40	
		HM15W50	
		HX7 5W30	
	HX7 10W40	3.5L	
Rimula	ECO 0W-20	7.5L	
10	Helix	LD4	4L
		HX5 15W40	3L
		HX5 10W30	

*Not applicable on top of Exclusion Grab Lubricants Offer

**Not applicable at certain Shell Stations.

Lubricants voucher value RM / pack	Lubricants Category	Product SKU	Pack size
10	Advance**	Ultra 10W40 Ultra 15W50 Ultra Scooter 5W40 Power 15W50 Long Ride 10W40	1L
7		AX7 10W30* AX7 10W40* AX7 15W50* AX7 Scooter 10W40*	1L
5		AX5 15W40	1L
		AX5 Scooter 15W40	0.8L

*Not applicable on top of Exclusion Grab Lubricants Offer

**Not applicable at certain Shell Stations.

7. The Voucher can be used to redeem all lubricants product in the Shell Station from which the Voucher was obtained only.
8. The voucher can be redeemed within the validity period stated on the voucher, i.e. 30th June 2021.
9. Customers can use up only one (1) Vouchers for each and every redemption transaction. For example, if a Customer currently has 2 Vouchers worth RM30 & RM10 each and the Customer purchases RM50 worth of products in one transaction, Customer can only use either 1 Voucher redemption (subject to Clause 10 below).
10. If the value of lubricants purchased by the Customer exceeds the value of the Voucher, the balance will need to be paid by Customer and if the value of lubricants purchased is less than the value of the Voucher, the balance will not be returned to the Customer.
11. Customer can redeem the voucher immediately and apply the discount off the lubricants purchased amount during the same purchase OR to keep the discount voucher to redeem within validity period for next lubricants purchase at Shell Station.
12. Only original Voucher are acceptable for redemption purposes and photocopies will not be entertained.
13. The Voucher is not exchangeable for cash, partially or wholly, for other goods or services or any other valid tender.
14. The Voucher cannot be used in conjunction with any other Shell promotions or discounts. Further, this Promotion may not be combined and is not valid with any other ongoing promotion, discount, sale or offers unless expressly stated to the contrary.
15. Spoilt Voucher (e.g. torn, tampered with graffiti, faded) are considered void and cannot be exchanged for a new one.

16. Shell reserves the right at its absolute discretion to vary, delete or add to any these Terms and Conditions without prior notice or to terminate this Promotion at any time without notice or liability.
17. These Terms and Conditions, as may be amended from time to time pursuant to Clause 15 above, shall prevail over any provisions or representations contained in any other promotional material or advertising of this promotion.
18. All decisions made by Shell in respect of this promotion or in the event of any dispute are final.
19. 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.
20. Shell reserves the right to cancel, terminate or suspend this Promotion with or without prior notice. In the avoidance of doubt, cancellation, termination or suspension by Shell of this promotion shall not entitle Customers to any claim or compensation against Shell for any and all and all losses or damage suffered or incurred by Customers as a direct or indirect result of the act of cancellation, termination or suspension.
21. In no event will Shell and its Affiliates be liable for any loss or damages including without limitations, loss of income, profits or goodwill, direct or indirect, incidental, consequential, exemplary, punitive or special damages of any party including the Customers and/or third parties howsoever arising whether in contract, tort, negligence or otherwise, in connection with this Promotion (including but not limited to instances relating to loss or damaged Voucher or non-availability of the Voucher or stock of Lubricant Products), even if Shell has been advised of the possibility of such damages are expressly excluded.
22. For the purpose of this Terms and Conditions, "Affiliate" means a company which directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with Shell. Relevant to this, "control" means the direct or indirect ownership of an aggregate fifty percent (50%) or more of voting capital.
23. For any enquiries, please visit our website at www.shell.com.my, call the "Shell Customer Service" hotline at 1-300-88-1808, or email to generalpublicenquiries-my@shell.com.