

GENERAL TERMS AND CONDITIONS FOR THE SHELL VOUCHERS PROGRAM

1. The supply and sale of Shell Vouchers under the Shell Vouchers Program by Shell Malaysia Trading Sdn Bhd (Company No. 196501000279 (6087-M)) and/or Shell Timur Sdn Bhd (Company No. 198401000783 (113304-H)) (collectively referred to as "Shell") shall be subject to the Terms and Conditions for the Shell Vouchers Program as stated below.

2. Purchase of the Shell Vouchers is at your absolute option and risk, and in no event shall Shell 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 third parties howsoever arising whether in contract, tort, negligence or otherwise, in connection with the supply and sale of Shell Vouchers, even if Shell has been advised of the possibility of such damages in advance, and all such damages are expressly excluded.

3. Purchasers who are corporations, partnerships, enterprises and sole proprietors must be lawfully incorporated in accordance with Malaysian laws.

4. Purchasers who are individuals must not be less than eighteen (18) years old.

5. The following terms and conditions apply to the supply and sale of Shell Vouchers:

(a) The Shell Vouchers are available in printed physical form is limited to value denominations of RM30, RM50 and RM100 or e-vouchers, in redemption value denominations of RM5, RM10, RM20, RM30, RM50 and RM100, or any other value denominations as determined by Shell from time to time with or without prior notice.

(b) The Voucher Price of each Shell Voucher shall correspond to the Voucher Value.

(c) The Minimum Order Quantity ("MOQ") is Ringgit Malaysia Five (5) thousand (RM5,000) in any value denomination for each purchase order.

(d) The Shell Vouchers shall only be delivered to the Purchaser after full payment of the Total Voucher Price corresponding to the number/value of Shell Vouchers purchased.

(e) Title and risk to the Shell Vouchers in printed physical form shall pass to the Purchaser upon passing the physical possession of the same to the Purchaser.

6. The Shell Voucher can be used for the following products ("Qualifying Purchases") at Shell Stations:

(a) Shell fuels, namely Shell FuelSave 95, Shell FuelSave Diesel, Shell FuelSave Diesel Euro 5, Shell V-Power 97, and Shell V-Power Racing;

(b) any of the following Shell Lubricants (Shell Helix, Shell Advance, or Shell Rimula); and

(c) any products sold within Shell Select premises or Shell Kedai premises at Shell Stations except tobacco products, E-Pay products (U-Mobile, Hotlink, Digi, Celcom etc.) and Touch 'N Go purchases.

Important Note: (1) All products purchased at drive-through outlets, outlets of 3rd party brands located at Shell Stations are not Qualifying Purchases for the purposes of this Voucher. (2) Shell Vouchers are allowed to redeem promotional offer items.

7. The Shell Voucher shall be valid for the value stated on the voucher until 11:59 pm on the expiry date stated on the voucher.

8. Only Two (2) Shell Voucher can be used during each purchase transaction.

9. Once redeemed, the Shell Voucher redemption cannot be reversed or cancelled even the value of Qualifying Purchases are less than the amount of the Shell Voucher.

10. The Shell Voucher must be presented to the cashier at the relevant Shell Retail Station for validation before purchase of product is made. If the Shell Voucher is in printed physical form, the original must be presented and photocopied, defaced or damaged physical vouchers will not be accepted. If the Shell Fuel Voucher is in e-voucher or digital form, the original e-voucher with the live link must be presented and a prompt notification will be issued to the customer upon successful redemption, any screenshot of the e-voucher will not be accepted.

11. Shell's decision on all matters in relation to the Shell Vouchers Program or in the event of any dispute shall be final and binding and no correspondence or appeals shall be entertained.

12. Shell reserves the right to cancel, terminate or suspend the Shell Vouchers Program with or without any prior notice. For the avoidance of doubt, cancellation, termination or suspension by Shell of the Shell Vouchers Program shall not entitle any party to any claim or compensation against Shell 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. Shell reserves the right at its absolute discretion to amend, delete or add to any of the Shell Voucher Program Terms and Conditions from time to time without prior notice.

14. The Shell Voucher Program 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 material advertising the Shell Vouchers Program.

15. It is deemed that the Purchaser has read, understand and agreed to be bound by the Shell Voucher Program Terms and Conditions.

16. For more information, please visit our website at www.shell.com.my or call Shell Hotline at 1-300-88-1808, or email to generalpublicenquiries-my@shell.com

17. In the event where there is any inconsistency(ies), conflict(s), ambiguity(ies) or discrepancy(ies) between English and Bahasa Malaysia versions of the Shell Voucher Program Terms and Conditions, the English version shall prevail.