CelcomDigi Exclusive Deals Campaign Terms & Conditions

A. Introduction

This campaign is held by Celcom Mobile Sdn. Bhd. [Company Registration No. 197601002188 (27910-A)] ("Celcom") and Digi Telecommunications Sdn Bhd [Company Registration No. 199001009711 (201283-M)] ("Digi"). These terms and conditions shall be read together with the general terms and conditions ("General Terms and Conditions") and the specific terms and conditions ("Specific Terms and Conditions") of the CelcomDigi Online Shop published here (collectively, "**Terms and Conditions**").

In the event of a conflict or inconsistency between these terms and conditions ("Campaign Terms and Conditions") and the Terms and Conditions, such inconsistency shall be resolved by giving precedence in the following decreasing order (i) Campaign Terms and Conditions (ii) Terms and Conditions

B. Campaign Period

The Campaign is from 7th April 2023 until further notice ("Campaign Period"). Any extension or discontinuation of the Campaign Period shall be subject to the sole discretion of Celcom and/or Digi.

C. Eligibility

1. The campaign shall be applicable to:

   a. Existing Celcom and Digi mobile customers who are Postpaid Principal Line users and Prepaid users that have a minimum length of stay on their current plan for ninety (90) days ("Customer").

      For clarity, if the Customer switches plan from Prepaid to Postpaid or Postpaid to Prepaid, the tenure will be reset, and Customer will be able to enjoy the Campaign offer after the period of ninety (90) days.

   b. Celcom and Digi employees with Celcom or Digi staff mobile plan.

2. For the avoidance of doubt, the Campaign shall not be applicable to the following type of mobile numbers:

   a. Supplementary lines;
   b. Celcom and Digi Broadband (Home Fibre & Wireless) only lines;
   c. Mobile numbers that have already redeemed the campaign offer; and
   d. Non-Celcom and non-Digi mobile numbers.

3. Customer may check the offer eligibility on www.shop.celcomdigi.com.

D. Campaign Mechanics

1. This campaign is a one-off devices and accessories offer by CelcomDigi Online Shop exclusively for the Customer.

2. Eligible Customer can purchase the devices and accessories sold on CelcomDigi Online Shop at discounted prices.

3. The offer is only available on CelcomDigi Online Shop at www.shop.celcomdigi.com at a limited quantity and while stocks last.

4. The offer is limited to one (1) device OR accessory per eligible mobile number per month for the Customer.

5. Non-eligible customers may purchase the devices and accessories at the recommended retail price displayed on the website.

6. Customer can opt to be notified via "Notify Me" and receive a SMS notification and email when the item is back in stock.

7. Customer can choose to pay via Credit/ Debit card, Online Banking, Boost, GrabPay or any other payment methods made available on the CelcomDigi Online Shop.

8. 0% Easy Payment Plan (EPP) is also available with CIMB or Maybank credit cards. Customer will need to select a 0% Easy Payment Plan before checking out to enjoy the option.

9. All devices purchased through the CelcomDigi Online Shop come with a standard manufacturer's warranty.

10. Customer has the option for Standard Delivery (within three (3) to seven (7) working days) or dashMe™ Express Delivery (twenty-four (24)-hour delivery to selected postcodes within Klang Valley only).

11. Customer can track the status through the "Your Order Is On Its Way" email which will be sent to Customer after the order is confirmed.

12. Customers can contact our Customer Support via +6019-6011111 for assistance and enquiries from 7am to 12am. Please prepare your order number, if available.

13. The same terms and conditions herein are applicable to CelcomDigi Employees who are eligible to participate in the Campaign without any exceptions.

General Terms and Conditions

1. Celcom and Digi reserves the sole and absolute right to withdraw, amend, omit and/or vary any part or the whole of the terms and conditions of the Campaign without prior notice to the Customer herein stated and the Customer shall be bound to observe, perform and comply with the terms and conditions herein and any amendments thereof.

2. Celcom's and Digi's decisions in any matter in relation to the Campaign shall be final and conclusive. Any request for appeal and review shall not be entertained.

3. Celcom and Digi shall not be liable for any claim by the Customer or third-party claims or loses of any nature, including but not limited to, loss of profits, punitive, indirect, special, incidental or consequential damages or for other damages and any related claims of any nature, including direct, indirect, third party, consequential or other damages resulting from or in connection with the Campaign.

4. Celcom and Digi disclaims any and all liability for loss or damage to property or any personal injury or loss of life resulting from or in connection with the Campaign.

5. The Customer acknowledges and agrees that Celcom and Digi reserves the rights to disqualify any purchase if the Customer is in breach of its obligations or any terms and conditions of the Campaign. Notwithstanding the above, Celcom and Digi reserves the right to reject any purchase of the Customer at its sole and absolute discretion without having to assign any reasons whatsoever.

6. Celcom and Digi does not take any responsibility in the event Customer is prevented from participating in the Campaign, as a result of certain technical restrictions or other limitations or force majeure which include but not limited to regulatory and/or government directive, act of God etc.

7. Personal information and names submitted for the Campaign, service marks, trade names, trademarks are the property of Celcom and Digi.

8. Except as expressly mentioned herein, Celcom and Digi shall not be responsible for any expenses and cost including out-of-pocket expenses related to or as a consequence of participating in the Campaign.

9. In the event any of these terms and conditions is invalid, illegal and unenforceable under any applicable law or by any reasons whatsoever, the legality and enforceability of the remaining provisions shall not be affected.

10. No delay or indulgence by Celcom and Digi in enforcing any terms or conditions herein shall constitute waiver by Celcom and Digi of the Customer's breach of these terms and conditions.

11. The terms and conditions herein shall be construed and governed by the laws of Malaysia. In case of a dispute, the courts of Malaysia shall have exclusive jurisdiction.