PETRONAS SHOP
"From Track to You: 9th WORLD CONSTRUCTORS' CHAMPION" TERMS AND CONDITIONS

1.0 Organiser:

a) Mesra Retail & Café Sdn. Bhd. ("MESRA"), which operates PETRONAS Shop, is organising the "From Track to You 2026: 9th World Constructors' Champion | PETRONAS Shop Campaign" in collaboration with PETRONAS Dagangan Berhad ("PDB"). MESRA shall be referred to in these Terms and Conditions as the "Organiser".

b) The following terms and conditions shall apply in respect of the Campaign. By participating in the Campaign, all participants agree to be bound by the terms and conditions herein, including any amendments, changes or modification made by the Organiser from time to time without limitation or qualification (hereinafter referred to as the "Terms and Conditions").

c) By participating in this Campaign, you agree to be bound by these terms and conditions, including any amendments that may arise at the organisers' discretion.

2.0 Eligibility:

2.1 This Campaign is open to Participants who are:

i. Registered and active members of the PETRONAS Mesra Rewards Loyalty Programme (hereinafter referred to as "Mesra Rewards members"), excluding users of physical Mesra Cards. Customers who are logged into their Setel account are considered registered Mesra Rewards Members.

ii. Holds Malaysian citizenship.

iii. Must be aged eighteen (18) years and above.

Note: Mesra Rewards Members who meet all the above-mentioned requirements shall hereinafter be referred to as "Participant" or "Participants".

2.2 The following individuals are NOT ELIGIBLE to participate in the Campaign:

i. Permanent or contract employees of the PETRONAS Group of Companies, including the Organiser and their immediate family members (including but not limited to parents, stepparents, siblings, spouses, children, stepchildren and adoptive relationships);

ii. PETRONAS station dealers, PETRONAS crew members and their immediate family members (including but not limited to parents, stepparents, siblings, spouses, children, stepchildren, and adoptive relationships); and

iii. Third-party service providers engaged by the Organisers, including their permanent and/or contract employees and their immediate family members (including but not limited to parents, stepparents, siblings, spouses, children, stepchildren, and adoptive relationships).

2.3 In the event a Participant is found to be ineligible at any point of time during or after the Campaign Period, the Organiser reserves the right, at its sole discretion, to disqualify the Participant and cancel, withdraw and/or to reclaim any prize awarded. In the event the Participant has already received or benefitted from the prize, the Participant agrees and undertakes to reimburse the Organiser for the cost of the prize. The Organiser reserves the right to initiate any legal action as deemed necessary.

3.0 Campaign Period:

3.1 Unless otherwise notified by PETRONAS Shop, the Campaign will be conducted from **23rd November 2026 – 2nd December 2026** ("Contest Period"), both dates inclusive.

4.0 Campaign Mechanics:

4.1 The Campaign consists of the mechanic below:

i) A Participant will receive one (1) Campaign entry for every completed Qualifying Purchase of at least RM500 in a single order on products from the Mercedes-AMG PETRONAS Formula One Team collection through the PETRONAS Shop Platform during the Campaign Period.

ii) Participants who have multiple transactions will earn multiple entries, thereby increasing their chances of winning.

iii) Each Winner will receive one (1) event pass only.

iv) The Meet the Drivers session is presently scheduled for 11 December 2026 at a venue within the Klang Valley. The date, time, venue, programme and participating drivers or personalities are subject to confirmation and change. The Organiser does not guarantee the appearance, participation or availability of any particular driver, personality, guest or talent and may substitute, modify, postpone or cancel any programme element without compensation, subject to applicable law.

v) The prize is non-transferable, non-exchangeable and not redeemable for cash. The Organiser may substitute the prize with another item or benefit of equal or greater value if reasonably necessary.

Remarks:

- Orders must be completed between 23rd November 2026 12.00AM - 2nd December 2026 11.59PM
- An order must be successfully paid, completed and not cancelled,

returned, refunded, reversed, disputed or suspected of fraud. If any such event occurs before or after winner selection or prize fulfilment, the Organiser may invalidate the relevant entry, disqualify the Participant, withdraw the prize and/or require reimbursement of the reasonable cost of any prize already provided.

- Regardless of website or app purchase, Participants must log in before checking out their payment as an indicator of PETRONAS Mesra Rewards membership when logged in through Setel.
- Orders made on PETRONAS Shop through third party sites (ie. Shopee, Lazada, and TikTok etc) are **not eligible** for the campaign.
- Purchases made via PETRONAS Shop physical stores are not eligible for the campaign.

4.2 Participants must be able to travel to the Klang Valley at their own expense to attend the event if selected.

4.3 At the end of the Campaign Period, PETRONAS Shop will select a total of ten (10) winners (hereinafter referred to as the "Winners") via a computerised selection system, which will be conducted or witnessed by an authorized representative appointed by the Organiser.

4.4 Participants must be logged into their PETRONAS Shop account at the time of purchase, whether accessing the site via desktop or mobile, for them transactions to be eligible for Campaign entries.

4.5 Only transactions made using an activated PETRONAS Mesra Rewards membership shall be deemed valid and eligible to qualify for Campaign entries. For information on how to activate your membership, please visit Setel Help - How can I register my Mesra membership?

4.6 Transactions or payments made using a physical Mesra Card or at physical PETRONAS Shop outlets are NOT eligible for participation in the Campaign.

4.7 A Participant who has successfully redeemed, received or won a pass under any other "From Track to You 2026: 9th World Constructors' Champion" campaign, including the Kedai Mesra, Mesra Rewards Pass Redemption Drive, Setel and AutoExpert campaigns, shall not be eligible to receive a prize under this Campaign.

5.0 Uncaptured Submissions or Transactions

If, during the Campaign Period, a Participant's transaction is not captured for any reason whatsoever, the Organiser reserves the right to exclude such transactions from the Campaign. Notwithstanding this, the Organiser shall make reasonable efforts to address any such issues to enable Participants to continue participating in the Campaign.

6.0 Prize Fulfilment

i. Potential winners will be notified using the email address and/or mobile phone number registered with their PETRONAS Shop or Mesra Rewards account within seven (7) days after the Campaign Period. A potential winner must respond and provide the requested verification documents within two (2) working days from the first notification. The Organiser may make up to three (3) contact attempts during that period. Failure to respond, complete verification or confirm attendance within the stipulated period may result in disqualification and selection of an alternate winner.

ii. Winners must confirm their availability to attend the event. If a selected winner is unable to attend, the Organiser reserves the right to appoint a new winner from the pool of eligible campaign participants.

iii. All Winners attending to meet the drivers shall be subject to identity verification checks via their original National Registration Identity Card (NRIC). Failure to provide the original NRIC will result in denial of entry to the event and forfeiture of the Prize.

iv. All Winners must be able to travel to Klang Valley at their own expense.

v. The Organiser reserves the right to disqualify any winner who fails to respond within the specified timeline or does not comply with the verification and fulfilment requirements. In such cases, an alternate winner may be selected.

vi. All Winners shall be bound by further terms and conditions as determined by the Organiser at its sole discretion.

7.0 Other Terms:

7.1 All participants shall be bound by any further terms and conditions as determined by PETRONAS Shop at its sole discretion.

7.2 By entering or participating in the Contest, participants hereby fully and unconditionally agree and accept all the terms and conditions that are stated by PETRONAS Shop regarding the Contest and all matters relating to or in connection with the Contest are final and binding. No additional queries, appeals or correspondence will be entertained.

7.3 PETRONAS Shop reserves the right to cancel, shorten, extend, suspend, or terminate the Contest at any time prior to the expiry of the Contest Period without prior notice to participants. For the avoidance of doubt, any cancellation, extension, suspension or termination of the Contest at any time prior to the expiry of the Contest Period shall not entitle the participants to claim any compensation from PETRONAS Shop for all losses or damages suffered or incurred by the purchases because of the said cancellation, extension, suspension or termination. PETRONAS Shop also reserves the right to amend, modify, delete, or change any of the terms and conditions herein contained at any time at its absolute discretion without prior notice. Continued

participation in the Contest following any such changes and/or amendments shall constitute the participants' unconditional acknowledgment, understanding, agreement and acceptance of such changes in respect of the terms and conditions.

7.4 PETRONAS Shop is the final authority to decide on the interpretation of these terms and conditions and as to any other matters relating to this Contest.

8.0 Personal Data

By participating in the Contest, participants are deemed to have agreed and consented to the collection, processing, use, disclosure and retention by PETRONAS Shop of their personal data in the manner as set out in the PETRONAS Shop Privacy Statement, which can be viewed at Privacy | PETRONAS Shop.

Personal data collected in connection with the Campaign will be processed by the Organiser in accordance with the PETRONAS Shop Privacy Statement and applicable personal data protection laws for purposes including Campaign administration, transaction validation, winner selection, identity and eligibility verification, winner notification, prize fulfilment, event administration, fraud prevention and regulatory compliance. Personal data may be disclosed to PDB, the Organiser's related corporations and authorised service providers to the extent necessary for those purposes.

By participating in the Campaign, Participants grant the Organiser permission to use their submitted entries, names and photographs for the administration and publicity of the Campaign without additional compensation, subject to applicable law and the relevant privacy notice. Any materials submitted by a Participant must be original and must not infringe any third party's intellectual property, privacy or other rights.

9.0 Liability

9.1 To the fullest extent permitted by law, the Organiser shall not be liable for any loss, damage, injury, cost or expense arising from participation in the Campaign or attendance at any Campaign-related event, including where any event, appearance, venue, programme, pass allocation or benefit is cancelled, postponed, modified, rescheduled or otherwise affected for operational, safety, security, regulatory or other reasons beyond the Organiser's reasonable control.

9.2 If the event is postponed or rescheduled, the Pass will, unless otherwise notified by the Organiser, remain valid for the rescheduled event. If a Participant is unable to attend the rescheduled event, the Participant shall not be entitled to any cash compensation, reimbursement of expenses or other benefit. The Organiser may, at its discretion, determine whether the redeemed Mesra Rewards points will be reinstated.

9.3 The Organiser shall not be liable for any indirect, incidental, consequential or special loss suffered by any Participant. Participants shall be solely responsible for all costs and expenses incurred in connection with their participation in the Campaign and attendance at any Campaign-related event, unless otherwise expressly stated by the Organiser. Participants

acknowledge that attendance and participation in any Campaign-related event is voluntary and subject to all applicable venue, safety and security requirements, and agree to comply with all instructions issued by the Organiser, venue operator and/or relevant authorities. The Organiser and/or venue operator may refuse admission to or remove any Participant who fails to comply with applicable instructions, safety or security requirements, engages in disruptive, threatening or inappropriate conduct, or otherwise creates a risk to any person, property or the orderly conduct of the event. No refund, replacement Pass or reinstatement of points will be provided in such circumstances.

10. Governing Law and Jurisdiction

These Terms and Conditions shall be governed by and construed in accordance with the laws of Malaysia. Any dispute arising out of or in connection with the Campaign or these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of Malaysia.