

PETRONAS SHOP

“From Track to You: Returns”

TERMS AND CONDITIONS

1.0 Organiser:

a) PETRONAS Shop, the official retailer of PETRONAS-branded merchandise under Mesra Retail & Café Sdn. Bhd. (MESRA) is in collaboration with PETRONAS Dagangan Berhad (“PDB”) for the “*From Track to You: Returns*” Campaign (hereinafter referred to as the “Campaign”).

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 only. Registered and active members of the PETRONAS Mesra Rewards Loyalty Programme (hereinafter referred to as “Mesra Rewards Members”). 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 Contest Period:

- 3.1 Unless otherwise notified by PETRONAS Shop, the Contest will be conducted from **4th September 2026 – 18th September 2026** ("Contest Period"), both dates inclusive.

4.0 Contest Mechanics:

- 4.1 The Campaign consists of below mechanic:

- i) A minimum spend of RM500 on Mercedes-AMG PETRONAS F1 collection to qualify as one (1) entry.
- 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 event day to meet the F1 drivers (George Russell and Kimi Antonelli) is 30 September, at Klang Valley area.

Remarks:

- Orders must be completed between 4 September 12AM - 18 September 11.59PM
- Only completed orders will count towards participation. Orders cancelled within campaign period will not be accepted as proof of participation.
- 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.
- Order 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, witnessed by an appointed authorised internal auditor.
- 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.

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. A total of ten (10) winners will be selected and notified within one (1) week after the end of the Campaign Period.
- ii. Winners will be contacted via mktgpetronasshop@petronas.com.my to the email address registered under their PETRONAS Mesra Rewards account or PETRONAS Shop’s official WhatsApp number. It is the responsibility of participants to ensure that their email address used to register for Mesra Rewards account details are accurate and up to date.
- iii. In the event, the Winner does not revert the Organiser’s email, PETRONAS Shop will attempt to contact the Winner via WhatsApp phone call. Should the Winner remain unresponsive, PETRONAS Shop reserves the right to proceed to the next eligible winner.
- iv. The Organiser will make up to three (3) attempts to contact each selected Winner over within two (2) working days. If all attempts fail, the Organiser reserves the right to select the next running winner.

- v. 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.
- vi. 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.
- vii. All Winners must be able to travel to Klang Valley at their own expense.
- viii. 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.
- ix. 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 to the Contest are final and binding. No additional queries, appeals or correspondences 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

- 8.1 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](#).