PETRONAS Shop Daily Check-In FAQ

Last update: 24th June 2024

1. **What is this Daily Check-In?**

    The Daily Check-In feature is a rewards program on PETRONAS Shop for users who regularly engage with the platform by checking in daily. You can earn reward coins for each successful check-in, which can be redeemed for a PETRONAS Shop voucher.

2. **How do I participate in the Daily Check-In?**

    Log in to your account on the PETRONAS Shop website, navigate to the designated check-in section, and click the **Check In Today** button. You can perform a check-in once per day to earn rewards.

3. **What rewards can I earn through the Daily Check-In?**

    By checking in daily, you can accumulate coins and redeem them for PETRONAS Shop vouchers if you have 500 coins or more. Please note that the voucher will be issued to you within 5 business days upon successfully redeeming it.

4. **Is there a limit to how many times I can check in per day?**

    Yes, the Daily Check-In allows users to check in once(1) per day. The 24-hour period for check-ins is calculated based on PETRONAS Shop's server time. Attempting multiple check-ins within the same day will not result in additional rewards.

5. **Will my accumulated coins or points expire?**

    No, your current coins or points do not have an expiry date. You can accumulate them over time and redeem them for rewards at your convenience.

6. **Do my PETRONAS Shop vouchers have an expiry date?**

    Yes, the PETRONAS Shop vouchers issued to you will expire 30 days from the redemption date. Please ensure to use the voucher before it expires.

7. **Can I retroactively check-in for missed days?**

   Unfortunately, the Daily Check-In does not allow retroactive check-ins for missed days.

   To earn rewards, you must check in daily within the specified timeframe.

8. **Are there any penalties for missing a day of check-in?**

   While there are no direct penalties for missing a day of check-in, you will miss out on earning rewards for that day and any streak you may have will be reset (returning to day 1 check-in).

   We encourage users to check in daily to maximize their rewards and benefits.

9. **How do I redeem the rewards earned through the Daily Check-In?**

   Once you have accumulated 500 coins or points through check-ins, you can redeem them for rewards on the PETRONAS Shop. Navigate to the redemption section and follow the instructions to redeem your rewards.

10. **Can I transfer my accumulated rewards to another user's account?**

    No, accumulated rewards earned through the Daily Check-In are non-transferable and can only be redeemed by the account holder.

11. **What can I do if I have an issue with the Daily Check-In?**

    If you encounter any issues or have questions regarding the Daily Check-In, please contact our customer support team at mesralink@petronas.com or 1300-88-8181 for assistance.