

# PETRONAS Shop Online Voucher FAQs

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**1. Can I use more than one PETRONAS Shop Online Voucher per transaction?**

You can only use ONE PETRONAS Shop Online Voucher per transaction.

**2. Can I use the PETRONAS Shop Online Voucher for multiple transactions?**

No, the PETRONAS Shop Online Voucher can only be used for a single transaction, and any unutilised amount will not be refunded or exchanged for cash.

**3. What happens if I do not use the full value of the PETRONAS Shop Online Voucher in a single transaction?**

Any unutilised amount in the voucher cannot be carried forward or refunded in cash, so it is advisable to use the full value in a single transaction.

**4. What should I do if my PETRONAS Shop Online Voucher doesn't work at checkout?**

All items except digital products are allowed to use the PETRONAS Shop Online Voucher. If issues persist, contact customer support.

**5. How do I confirm that my PETRONAS Shop Online Voucher has been applied?**

A confirmation discounted value will appear right after you apply the PETRONAS Shop Online Voucher in your shopping cart or during checkout.

**6. Can I use my PETRONAS Shop Online Voucher for online and in-store purchases?**

PETRONAS Shop Online Voucher is only applicable for PETRONAS Shop online website store.

**7. Can I share my PETRONAS Shop Online Voucher with someone else?**

Yes, you can! You can use it as a gift to your family and friends.

**8. How long is the PETRONAS Shop Online Voucher valid for?**

PETRONAS Shop Online Voucher will be valid for 6 months from the date of purchase.

**9. Can the PETRONAS Shop Online Voucher validity period be extended or altered after issuance?**

No, the validity of the PETRONAS Shop Online Voucher cannot be altered once it has been issued.

**10. Is there a limit to how many PETRONAS Shop Online Vouchers I can hold in my account?**

There is no limit. You can hold as many PETRONAS Shop Online Vouchers as possible on your account.

**11. Can I get a refund on a purchase made with a voucher or exchange for cash?**

Once purchased, the voucher is non-refundable and cannot be exchanged for cash.

**12. Can the PETRONAS Shop Online Voucher be used to cover the shipping fee?**

No, the PETRONAS Shop Online Voucher is not applicable to the shipping fee.