



PETRONAS SHOP
“From Track to You” 2026
Campaign
TERMS AND CONDITIONS

1.0 Organiser & Campaign Overview

- 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” 2026 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 Campaign Period

3.1 Unless otherwise notified by PETRONAS Shop, the campaign will be conducted from 12 February 2026 – 22 February 2026

3.2 Any amendments, changes or modification to the Campaign Period shall be communicated by the Organiser via 'PETRONAS Shop' official social media platforms and/or our campaign page on our official website at <https://www.setel.com/PETRONAS-Shop>.

4.0 Campaign Mechanics

4.1 The Campaign consists of below mechanic:

- i. A minimum spends of:
 - RM100 on PETRONAS Shop merchandise = to receive 1 entry, OR
 - RM400 on Mercedes-AMG PETRONAS F1 collection = to receive 4 entries



- ii. Participants who have multiple transactions will earn multiple entries, thereby increasing their chances of winning.
- iii. Each Winner will receive two (2) event passes, allowing them to bring one (1) guest to accompany them to the event.

Remarks:

- Orders must be completed between 12 February 12AM - 22 February 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.
- 4.2 Participants must be able to travel to the Klang Valley at their own expense to attend the respective session if selected.
- 4.3 At the end of the Campaign Period, PETRONAS Shop will select a total of twenty-five (25) 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 their 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, where examples of scenarios are listed below:

Customer Transaction Amount	Number of entries	Spending On	Situation	Eligible to enter Prize Drawing?
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RM100 and above		PETRONAS Shop merchandise	Payment while logged into PETRONAS Shop via Setel app with an activated Mesra Rewards account	Yes
RM400 and above		Mercedes-AMG PETRONAS F1 collection	Payment while logged into PETRONAS Shop via Setel app with an activated Mesra Rewards account	Yes
RM100 and above		PETRONAS Shop merchandise	Transact at PETRONAS Shop physical store	No
RM400 and above		Mercedes-AMG PETRONAS F1 collection	Transact at PETRONAS Shop physical store	No
RM100 and above		PETRONAS Shop merchandise	Transact via PETRONAS Shop website and keying-in mobile number that is not registered with Mesra Rewards membership	No
RM400 and above	4	Mercedes-AMG PETRONAS F1 collection	Transact via PETRONAS Shop website and keying-in mobile number that is not registered with Mesra Rewards membership	No (Must be logged in)
RM100 and above		PETRONAS Shop merchandise	Transact via PETRONAS Shop website and keying-in mobile number that is not registered with Mesra Rewards membership	No (Must be logged in)
RM400 and above		Mercedes-AMG PETRONAS F1 collection	Transact via PETRONAS Shop website and keying-in mobile number	No

			that is not registered with Mesra Rewards membership	
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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 twenty-five (25) 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 using 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 their respective session selected upon check out. 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 the Meet and Greet session 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 Meet and Greet Session and forfeiture of the Prize.



- (vii) All Winners must provide the full details of their one (1) guest when contacted by the Organiser. Once submitted, guest details cannot be changed. Any request to change the guest will result in the forfeiture of the guest pass, and no replacement will be provided.
- (viii) All Winners must be able to travel to Klang Valley at their own expense for the meet-and-greet sessions.
- (ix) 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:

- (i) Participants must ensure that the Mesra Rewards membership used for participation is registered under their own name and valid NRIC number. Failure to meet these requirements will result in disqualification and ineligibility for the Campaign prizes.
- (ii) The Organiser's record shall serve as the official record for awarding the Campaign entries. No manual receipt submissions will be entertained.
- (iii) The Organiser reserves the right, at its absolute discretion and without prior notice, to substitute any of the prizes with other items of similar or higher value. The Organiser reserves the right to determine the specifications of the prizes, and the Organiser's decision on this matter is final.
- (vi) All costs, fees, and/or expenses incurred by the winners in relation to participation in the Campaign and/or prize redemption, including but not limited to transportation, accommodation, meals, and other personal expenses, shall be borne solely by the winners.
- (vii) By participating in the Campaign, Participants hereby fully and unconditionally agree and accept all the terms and conditions herein contained and agree that the decisions of the Organiser regarding the Campaign and all matters relating to or in connection thereto are final and binding. No appeals or correspondences will be entertained.



- (viii) Non-compliance by the Participants and/or Winners with any of the terms and conditions herein contained shall entitle the Organiser to disqualify any entry and/or revoke any prizes awarded.
- (ix) The Organiser reserves the right to cancel, shorten, extend, suspend, or terminate the Campaign at any time prior to the expiry of the Campaign Period without prior notice to Participants. For the avoidance of doubt, any cancellation, extension, suspension, or termination of the Campaign at any time prior to the expiry of the Campaign Period shall not entitle the Participants to claim any compensation from the Organiser for all losses or damages suffered or incurred by the Participants because of the said cancellation, extension, suspension, or termination.
- (x) The Organiser 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 Campaign following any such amendments, modification, deletion, or changes shall constitute the Participants' unconditional acknowledgment, understanding, agreement and acceptance of such amendments, modification, deletion, or changes in respect of the terms and conditions.
- (xi) Winners shall participate in all marketing and promotional activities, as and when required by the Organiser, including but not limited to conferences, interviews, roadshow, and relevant events.
- (xii) The Organiser shall not be held responsible or liable for any claims of loss or damage to property or personal injury or loss of life by the Participants, Winners and/or any party resulting from or arising out of or in connection with this Campaign or the prizes given under this Campaign.
- (xiii) These terms and conditions prevail over any provisions or representations contained in any brochure or other promotional materials advertised under this Campaign. The Organiser is the final authority to decide on the interpretation of these terms and conditions and any other matters relating to this Campaign.

8.0 Personal Data

By participating in the Campaign, Participants are deemed to have agreed and consented to the collection, processing, use, disclosure, and retention by the Organiser of their personal data in the manner as set out in the Personal Data Notice given pursuant to Section 7 of the Personal Data Protection Act 2010 for the purpose of the Campaign. The notice can be viewed [here](#).



9.0 Definitions

In these Terms and Conditions:

- a) “Loyalty Programme” shall mean as the PETRONAS Mesra Rewards Loyalty Programme run and managed by PDB.
- b) “Mesra Rewards Membership” shall mean those arrangements under the PETRONAS Mesra Rewards membership specified by PDB by which a Member agrees to participate in the Loyalty Programme.
- c) “Mesra Card” shall mean the PETRONAS Mesra Rewards Loyalty Programme Membership card, or other variations of PETRONAS Mesra Card designated by PDB as such whether in the form of physical or digital card.
- d) “PETRONAS Group of Companies” shall mean Petroliam Nasional Berhad (PETRONAS) (“PETRONAS”), its subsidiaries, any holding company of PETRONAS and all other subsidiaries of any such holding company from time to time.