
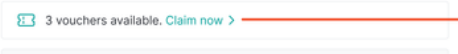


Platform voucher page FAQ

PETRONAS Shop platform voucher FAQ

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QUESTION	ANSWER
What is this new PETRONAS Shop web voucher feature?	<p>As a sign of our appreciation to our loyal customers, PETRONAS Shop is rewarding you with exclusive vouchers that is applicable for online purchase on the PETRONAS Shop website only.</p> <p>Note: The vouchers are subject to the Terms and Conditions of the voucher you apply at the checkout on the PETRONAS Shop website.</p> <p>For information, check out the voucher's terms and conditions.</p>
Where can I claim the voucher?	<p>The vouchers can be claimed from 2 pages for you to enjoy during checkout:</p> <ol style="list-style-type: none">1. The floating banner on the homepage  <ol style="list-style-type: none">2. The product details page 
How long is the voucher valid for?	<p>The expiry date of each voucher is displayed in the voucher's terms and conditions. Once the voucher has expired, the voucher can no longer be used during checkout.</p> <p>If your order is canceled or returned/refunded, we will only refund the amount that you have paid which does not include the amount deducted from the voucher discount value.</p>
Why does my voucher shows 'Invalid'?	<p>A voucher might become invalid due to the following reasons:</p> <ul style="list-style-type: none">• The voucher has expired.• The total purchase amount did not meet the minimum spending requirement of the voucher.• Wrong/Incorrect voucher code.• The item added to the cart is not eligible for the voucher discount.

	<ul style="list-style-type: none"> The voucher usage limit has been met and is no longer available for public use.
How do I start using the voucher feature?	<ol style="list-style-type: none"> 1. Register an account on the PETRONAS Shop website/Setel app. 2. Add items to our cart on the PETRONAS Shop website. 3. Use the voucher ONCE during checkout for all payment methods supported by the PETRONAS Shop website.
How do I view and find my claimed voucher?	You may view your claimed voucher on the voucher page.
How do I use the voucher to my order?	<ol style="list-style-type: none"> 1. Claim the voucher before going to the checkout page. 2. At the checkout page, the voucher will automatically be applied to your cart. If you have not claimed a voucher, select a voucher from the voucher dropdown button or enter the voucher code directly. Do note that discounts are only applicable up to a maximum of 2 items. 3. Click apply to use the voucher. 4. Review your order before checking out.
How many times I can use a voucher?	<p>Each voucher can only be used in one transaction per user.</p> <p>Vouchers may or may not be combined with other promotional codes or discounts depending on the terms and conditions of the vouchers.</p>
Are vouchers refundable?	<p>Vouchers are non-refundable and non-exchangeable for cash.</p> <p>If you are returning items which have been purchased with a voucher, only the final paid price (after the voucher discount is applied) will be returned/refunded.</p>
Is the voucher applicable to all items on the PETRONAS Shop?	Our vouchers are applicable on all items (except for vouchers and tickets) unless stated otherwise in the terms and conditions of the voucher.
How is the voucher discount calculated?	The system will calculate the discount based on the value of the item and the value of the voucher discount.
Why has my voucher disappeared?	<p>The voucher you have claimed may have disappeared from your voucher page because it has expired or has been fully redeemed.</p> <p>To view your claimed voucher that has expired, please go to Vouchers > Past.</p>

How can I find vouchers I have not claimed?	You may discover new vouchers from at your profile page under Your voucher > new vouchers for you.
I am interested in a partnership, what should I do?	If you wish to get PETRONAS Shop platform voucher for your company, please send an email to petronas-shop@setel.com .