



'Café Mesra Pick-up Promotions'
From 1 July 2024, (12:00am) to 30 November 2024, (11:59pm)
Terms & Conditions

1.0 Organiser

Setel Ventures Sdn. Bhd. and Café Mesra are the organisers (collectively referred to as the "Organiser") of this Café Mesra Pick-Up Promotions ("Campaign").

2.0 Campaign Period

Unless otherwise notified by the Organiser, the Campaign will be conducted from 1 July 2024 12:00 am (GMT+8) to 30 November 2024, 11:59 pm (GMT+8) ("Campaign Period"), both dates inclusive.

3.0 Eligibility

This Campaign is available for new and existing Setel Application ("Setel App") users who successfully completed their purchases within the Campaign Period as set out in clause 4 below.

4.0 Campaign Mechanics

In order to join this Campaign, the user is required to register/login to his/her Setel account and complete the following step(s) within the Campaign Period as set out below:

- 4.1 Users are required to spend a minimum of RM10 on Café Mesra Pick-up via Setel App to be eligible to receive an e-Voucher for their next purchase. The e-Voucher value is RM10 until 15 November 2024 and RM5 starting from 16 November 2024.
- 4.2 Goal 1 - Users are required to make 3 purchases at Café Mesra using Café Mesra Pick-up via Setel App with a minimum spend of RM10 for every purchase in order to be eligible to receive a complimentary doughnut e-Voucher.
- 4.3 Goal 2 - Users are required to make 6 purchases at Café Mesra using Café Mesra Pick-up via Setel App with a minimum spend of RM10 for every purchase in order to receive a RM5 e-Voucher.
- 4.4 The RM10 or RM5 (starting from 16 November 2024) e-Vouchers are applicable for first-time Café Mesra pick-up users only.
- 4.5 The complimentary doughnut and RM5 e-Vouchers (Goal 1 and Goal 2) are applicable for all new and existing Café Mesra Pick-up users.
- 4.6 Users who have made halfway progress towards earning the complimentary doughnut or RM5 e-Vouchers (Goal 1 and Goal 2) in the previous month will have their progress reset for the new month.
- 4.7 Each user can only use these said vouchers once.
- 4.8 The said vouchers are limited and redemptions are on a first come, first served basis.
- 4.9 Screenshot or printed copy of the said vouchers will not be accepted.



- 4.10 The said vouchers are valid for 30 days, starting from the date the user received the vouchers.
- 4.11 The said vouchers must be utilised within the validity period and are not valid to use after the expiry date.
- 4.12 The said vouchers are applicable at all Café Mesra outlets nationwide.
- 4.13 The said vouchers are not applicable with any other on-going promotions, offers, loyalty programs, vouchers and/or discounts unless stated herein.
- 4.14 The said vouchers are not exchangeable for cash, nor exchangeable for other vouchers under any circumstances and will not be replaced or refunded once expired. Vouchers should not be sold, exchanged, or transferred for value under any circumstances.

5.0 Miscellaneous

- 5.1 By participating in this Campaign, users are deemed to have reviewed, read, and accepted the Terms and Conditions.
- 5.2 In the event a user is found to be ineligible, and/ or discovered to have performed fraud transactions at any point of time during or after the Campaign Period, Setel reserves the right at its sole discretion to disqualify the said user from participating in this Campaign and to cancel/ withdraw/ recall any incentives granted to the user, and also the right to initiate any action it deems necessary against the said user.
- 5.3 The Organiser reserves the right to cancel, shorten, extend, suspend or terminate the Campaign and the right to amend, modify, delete or change any of the Terms and Conditions, at any time before the expiry of the Campaign Period with prior written notice to the users.
- 5.4 For the avoidance of doubt, any cancellation, extension, suspension or termination of the Campaign and any amendment, modification, deletion or changes in the Terms and Conditions, at any time before the expiry of the Campaign Period shall not entitled the users to claim any compensation from the Organiser for any losses or damages suffered or incurred by the users as a result of clause 3.3 above.
- 5.5 These Terms and Conditions prevail over any provisions or representations contained in any brochures or other promotional materials advertised under this Campaign.
- 5.6 These Terms and Conditions are to be read together with Café Mesra's Terms & Conditions.
- 5.7 For enquiries, kindly email us at hello@setel.com or chat with our Customer Service team on the Setel App.

6.0 Personal Data

By entering in the Campaign, users are deemed to have agreed and consented to the collection, processing, use, disclosure and retention by Setel of their personal data in the manner as set out in the Setel Group Privacy Statement given pursuant to Section 7 of the Personal Data Protection Act 2010, which can be viewed at www.setel.my/privacy.