

“SERVIS IHSAN MADANI @ PETRONAS AUTOEXPERT”

TERMS AND CONDITIONS

1.0 Organizer:

1.1 PETRONAS Lubricants Marketing (Malaysia) Sdn Bhd (“**PLMMSB**”) is the organizer of this “Servis Ihsan Madani @ PETRONAS AutoExpert” (“**Program**”) in collaboration with Kementerian Perdagangan Dalam Negeri dan Sara Hidup (“**KPDN**”).

1.2 The following terms and conditions apply in respect of this Program. By participating in this Program, you agree to be bound by these terms and conditions, including any term which may be amended from time to time, without limitation or qualification (“**Terms and Conditions**”).

2.0 Eligibility:

2.1 The Program is open to all Malaysians including:

- (i) permanent/contract employees of PLMMSB, inclusive of their immediate family members, specifically their respective fathers, mothers, spouses, children; and
- (ii) employees of advertising and agencies for PLMMSB and their immediate family members, specifically their respective fathers, mothers, spouses, and children.

Hereinafter referred to as “**Participant**” or “**Participants**”.

2.2 In the event a Participant is found to be ineligible at any point of time during or after the Program Period (as defined in Clause 4), PLMMSB reserves the right, at its sole discretion, to disqualify the said Participant and to cancel, withdraw and/or recall the program to the Participant. If the said Participant has paid, the Participant agrees and undertakes to indemnify PLMMSB for the costs of the program and PLMMSB shall have the right to initiate any action it deems necessary against the said Participant.

3.0 Program Details:

3.1 Participants who book for a vehicle service at participating PETRONAS authorized AutoExpert outlet via the Setel app between 22 January 2025 and 27 January 2025 may purchase any of the service package at the price below (“**Package**”):

	Mineral			Semi synthetic		
Product	PETRONAS Syntium 500 10W30 SN (3L)			PETRONAS Syntium 500 5W30 (4L)		
Category	National Car	Asian Car	European Car	National Car	Asian Car	European Car
Price	RM99	RM130	RM148	RM199	RM236	RM275
	Mineral			Semi synthetic		
Product	PETRONAS Mach 5 SAE 40 (4L)			PETRONAS Syntium 800 10W40 API SN (4L)		
Category	National Car	Asian Car	European Car	National Car	Asian Car	European Car
Price	RM99	RM129	RM146	RM199	RM223	RM260

3.2 The Packages are available for a limited time only during the Program Period, unless otherwise notified by PLMMSB.

3.3 The Packages include semi synthetic or mineral lubricant service, oil filter, gasket drain plug, labour and multi points check.

3.4 The Packages exclude any services or repairs not included in the Package will be charged separately, as determined by the respective PETRONAS AutoExpert service center.

3.5 PLMMSB reserves the right to modify, suspend, or cancel the Package at any time for any reason and the right to disqualify any Participant that does not comply with the terms and conditions.

4.0 Program Period:

4.1 Unless otherwise notified by PLMMSB, the Program will commence from **24 January 2025 to 28 January 2025 (“Program Period”)**.

5.0 Miscellaneous:

5.1 The Package cannot be combined with other promotions or discounts unless otherwise stated.

5.2 The booking service shall be available through the SETEL application commencing on **23 January 2025** and shall close on **27 January 2025** at 11:59 p.m (“Booking Period”).

- 5.3** All bookings and services must be completed within the Program Period. The following scenarios shall apply:
- Bookings made within the Program Period for services scheduled outside the Program Period shall not be eligible.
 - Bookings made outside the Program Period for services scheduled within the Program Period shall not be eligible.
 - Bookings made outside the Program Period for services scheduled outside the Program Period shall not be eligible.
- 5.4** During the Program period, PLMMSB reserves the right at any time at its absolute discretion, without prior notice, to modify, suspend, or cancel the Package at any time.
- 5.5** PLMMSB may advise PETRONAS AutoExpert outlet to reject any appointment made if there is any non-compliance by any Participant with any of the terms and conditions herein contained or in the event of fraudulent activities.
- 5.6** PLMMSB reserves the right to cancel, shorten, extend, suspend, and/or terminate the Program at any time prior to the expiry of the Program Period without prior notice to Participants. For the avoidance of doubt, any cancellation, extension, suspension or termination of the Program at any time prior to the expiry of the Program Period shall not entitle Participants to claim any compensation from PLMMSB or AutoExpert outlet for any and all losses or damages suffered or incurred by Participants as a result of the said cancellation, extension, suspension or termination. PLMMSB 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 Program following any such changes and/or amendments shall constitute Participants unconditional acknowledgment, understanding, agreement and acceptance of such changes in respect of the terms and conditions.
- 5.7** PLMMSB reserves the right to use the names, addresses, photographs, information, and documents of Participants as materials in advertisements and other form of publicity for current and future marketing purposes from time to time without prior notice to Participants and/or winners and Participants and/or winners shall not claim ownership of the material.
- 5.8** PLMMSB shall not be held responsible or liable for any claims of loss or damage to property or personal injury or loss of life by Participants, any party resulting from or arising out of or in connection with this .
- 5.9** These terms and conditions prevail over any provisions or representations contained in any brochure or other Program materials advertised under this Program.
- 5.10** PLMMSB is the final authority to decide on the interpretation of these terms and conditions and as to any other matters relating to this Program.
- 5.11** For any further enquiries on the Program's terms and conditions, please contact us via site at [http:// www.mymesra.com.my](http://www.mymesra.com.my).

8.0 Personal Data

By participating in the Program, Participants are deemed to have agreed and consented to the collection, processing, use, disclosure and retention by PLMMSB 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, which can be viewed at www.mymesra.com.my/pdpa.