



1. Definitions:

The "Promotional Period" for "HP Raya Promotion" for West and East Malaysia starts at 09.00AM (Malaysia Time) on 15th March 2024 and ends at 11.59PM (Malaysia Time) on 30th April 2024.

"Participating Partner" is a reseller authorized by the Promoter to sell the Eligible Products in Malaysia.

"Eligible Product" means one of the following HP Product SKU's sold through a Participating Partner to an end user.

"Participant" means a resident of or business trading in Malaysia who purchases an Eligible Product from a Participating Partner in Malaysia during the Promotional Period and is the End User of the Eligible Product. The Promoter, its affiliates, resellers of HP products and any agencies associated with this Promotion, their employees and those employees' immediate families are ineligible to participate.

"End User" is a Participant who purchases an Eligible Product for his/her or its own personal use from a Participating Partner in Malaysia and not for resale or re-supply or export.

Promoter means HP PPS Sales Sdn Bhd (1129628-X) having its place of business at Plaza Zurich, Ground Floor Customer Service, Block B, 12 Jalan Gelenggang, Bukit Damansara, 50490 Kuala Lumpur, Malaysia.

"Promotion" means the "HP Rewards" run by the Promoter for the Promotional Period.

"Tax Invoice" means a tax invoice compliant with the provisions under applicable Malaysian tax laws.

"Reward" means items outlined in the Reward Table below in accordance with the Eligible Product/s sold during the Promotional Period until stocks last.

Information on how to enter this Promotion, Redemption details, and Reward form are part of these terms and conditions. By submitting an entry, the Participant agrees to these terms and conditions.

2. Entry for the Promotion is only open to a Participant. Entries must be submitted by the Participant. The Promoter reserves the right to verify the validity of each entry, including whether the entrant qualifies as a Participant. The Promoter reserves the right to disqualify any Participant or person tampering with, or conspiring with another person to tamper with, the entry process or any entrant who does not meet the eligibility requirements or does not comply with these terms and conditions.
3. A Participant may make Reward claims during the Promotional Period for up to 5 Eligible Products purchased. Only one claim will be accepted for each Eligible Product sold to each Participant. The Promoter may conduct audit calls to End Users to verify that the Eligible Product was purchased during the Promotional Period and has not been returned. If an Eligible Product is returned, the Promoter reserves the right to revoke any Rewards provided as part of the claim.
4. To enter the Promotion and make a Reward claim the following steps must be completed:
 - a. during the Promotional Period, the Participant must purchase in Malaysia in a single transaction from a Participating Partner an Eligible Product and be the End User of those Eligible Products;
 - b. the Participant must fully and correctly lodge a claim at and provide the following correct details in the online Promotion entry form: end user (customer) first name, end user (customer) last name, valid email address, valid phone number , Eligible Product Part Number, Eligible Product Serial Number, a Photo/scan copy of the



corresponding Tax Invoice for the sale of Eligible Products (hand written tax invoices and delivery dockets will not be accepted as proof of purchase), by the Closing Date;

- c. upload the supporting Tax Invoice to the Promotion website at as a PDF, JPG or other supported file type using the document upload facility that will be provided at the website;
- d. the corresponding Tax Invoice submitted must contain the following:
 - i. End-user (customer) name
 - ii. End-user (customer) contact number
 - iii. Participating Partner company name
 - iv. Participating Partner company registration number
 - v. sale purchase date
 - vi. list of Eligible Products sold
 - vii. invoice number
- e. All entries must be submitted online within 21 days of the date of purchase of Eligible Products.

Any claim submitted without the required proof of purchase documentation as listed above will be rejected. All documentation must be submitted within 21 days of the date of purchase of Eligible Products. Any documentation received after this date will not be validated and the corresponding claims declined. If the Reward claim meets the Promotion terms and conditions, the Participant will receive a claim approval email to the email address that was nominated in Clause 4 (b) by the Participant.

5. The Promoter's decision on all matters pertaining to this Promotion is final and binding and no correspondence will be entered into, except as otherwise stated in these terms and conditions. To the extent permitted by law, the Promoter reserves the right to change, amend or terminate the Promotion at any stage during the Promotional Period. The Promoter reserves the right to verify the validity of each entry and if an entry is invalid the Promoter reserves the right to decline or revoke any Rewards provided as part of the Promotion. The Promoter reserves the right to disqualify any Participant or person tampering with, or conspiring with another person to tamper with, the entry process or any entrant who does not meet the eligibility requirements or does not comply with these terms and conditions.
6. To the extent permitted by law, the Promoter shall not be liable for any fault pertaining to the Reward.
7. By participating, each Participant agrees to release, indemnify and hold harmless the Promoter and each of their respective parent companies, subsidiaries, affiliates, partners, representatives, agents, successors, assigns, employees, officers and directors (collectively, the "Released Entities"), from any and all liability, for loss, harm, damage, injury, cost or expense whatsoever, including without limitation property damage, personal injury and/or death which may occur in connection with, preparation for, or participation in this Promotion, misuse of any Rewards or participation in any Promotion-related activity and for any claims based on publicity rights, defamation, misappropriation, false association, breach of privacy laws, copyright infringement, trademark infringement or any other intellectual property related cause of action and/or breach of contract.



8. The Promoter will accept no responsibility for late, lost or misdirected mail. Further, the Promoter shall not be liable for any loss or damage whatsoever incurred (including, without limitation, indirect, consequential or economic loss), or for any personal injury sustained as a result of participating in this Promotion, except for liabilities not excluded by law. Further, to the fullest extent permitted by law, the Promoter excludes any liabilities for any problems or technical malfunction of any telephone network or lines, computer online systems, servers, or providers, computer equipment, software, technical problems or traffic congestion on the Internet or any website, or any unauthorised intervention, or any combination thereof, including any non-delivery or corruption of entries to the Promoter, injury or damage to Participants' or any other person's computer related to or resulting from participation in or downloading any materials in this Promotion. The use of any automated entry software or any other mechanical or electronic means that allows a Participant to automatically enter repeatedly is prohibited and will render all entries submitted by that Participant invalid. If the Promoter has not entered into any correspondence with the Participant prior to the Closing Date of this Promotion, it is the responsibility of the Participant to contact the Promoter to ensure his/her claim has been received and/or verified.
9. Once Reward claims have been received and verified, please allow up to ninety (90) business days from claim approval to receive the Reward via the Participant's details provided in clause 4 (b).
10. The Reward can be used in accordance with the terms and conditions provided by the respective retailer. The promoter will not be responsible for any voucher being declined by any retailer. By accepting the terms and conditions you are aware of details and restrictions of the reward.
11. The Reward claims with purchases of special pricing, bulk deals, special deals and projects will not be entitled to this Promotion.
12. The Promoter does not accept any responsibility for misleading or incorrect information provided by a Participating Partner regarding this Promotion.
13. The Promoter will use the information contained in the Promotion entry form to contact the Participant if there are queries regarding claims, and where to send Reward(s) to.
14. Liability for any tax on any rewards provided to Participants pursuant to this Promotion shall be the sole responsibility of the Participant. It is recommended that Participants should contact their own accountant or taxation advisor in this regard.
15. **PRIVACY NOTICE:** The Promoter collects personal information to conduct the Promotion and may, for this purpose, disclose such information to its related corporate bodies, service providers, suppliers, Participating Partners and agencies assisting with the Promotion, which may be outside the participating country, and to regulatory authorities as required. If the information requested is not provided, the Participant may not participate in this Promotion. The Promoter may contact the Participant from time to time with information about special offers, and products and services that may interest the Participant. Participant may also contact the Promoter to change his or her details. By submitting a Reward claim, you provide your consent and agreement to the terms of this Privacy Notice. By submitting a Registration, the Participant agrees to the terms of this Privacy Notice. For more information related to HP's privacy policy in accordance with local laws, you may access www.hp.com.my/privacy.



16. These terms and conditions shall be governed by and construed in accordance with the laws in force in Malaysia. Participants agree to submit to the non-exclusive jurisdiction of the courts of Malaysia for all matters arising from or in relation to this Contest.