

EP Plus Health Loyalty Platform Terms of Use

1. Introduction

The EP Plus Loyalty Platform (“Platform”) is operated by **EP Plus Group Sdn. Bhd.** (“**Organiser**”).

The Platform allows registered users to participate in loyalty rewards programmes and related activities offered by the Organiser.

By registering for an account or participating in any campaign on the Platform, users agree to be bound by:

- This **EP Plus Health Loyalty Platform Terms of Use**
- EP Plus Health **Data Privacy Policy** (<https://epplushealth.com/pages/ep-plus-health-data-privacy-policy>)
- any applicable **Campaign Terms & Conditions**

If you do not agree to these terms, please do not register or participate in any EP Plus Health Loyalty campaign.

2. Account Registration

To participate in campaigns, users must register a loyalty account using a valid Malaysian mobile number.

Users agree that:

- the information provided during registration is accurate and complete
- the account will be used only by the registered individual
- the Organiser may verify identity where necessary

The Organiser reserves the right to suspend or terminate accounts suspected of fraudulent or abusive activity.

Each loyalty account is personal to the registered user and must not be transferred or shared with others. Rewards, submissions and campaign participation are tied to the registered account and cannot be transferred between users.

3. Receipt Submission and Verification

Where campaigns require proof of purchase, participants must submit valid receipts through the Platform.

The Organiser reserves the right to:

- verify receipts and purchase details

- reject altered, illegible or duplicate receipts
- request additional verification

Decisions made by the Organiser regarding verification are final.

4. Rewards and Redemption

Rewards offered through the Platform may include digital vouchers, product rewards, or other promotional benefits.

Rewards:

- are non-transferable
- are not exchangeable for cash
- must be redeemed within the specified validity period

The Organiser reserves the right to substitute rewards of equivalent value where necessary.

5. Fraud and Misuse

The Organiser reserves the right to disqualify or suspend any user who:

- submits fraudulent or manipulated receipts
- creates multiple accounts to gain unfair advantage
- abuses the campaign mechanism

The Organiser reserves the right to revoke or reverse any rewards granted if they were obtained through fraudulent, misleading or ineligible activity.

6. Marketing Communications

By registering on the Platform or participating in campaigns, users consent to receive marketing communications from **EP Plus Group Sdn. Bhd.**, including:

- promotional offers
- product updates
- loyalty programme notifications

Communications may be sent via:

- SMS
- messaging applications
- email

- other digital channels

Users may opt out of marketing communications at any time.

7. Platform Availability

The Organiser does not guarantee uninterrupted access to the Platform and shall not be responsible for technical failures beyond its control.

8. Changes to Platform Rules

The Organiser reserves the right to amend these Platform Rules at any time. Continued use of the Platform constitutes acceptance of any updated terms.

9. Disclaimer, Indemnity and Rights of The Organiser

By using this platform or participating in any campaign, participants consent to giving their personal information and the Organiser reserves the right to publish, and use the winners' names and/or photographs plus their entries for purposes of publicity, advertising and/or trade without further compensation or notice, and each participant is not entitled to make any claims for the use of their entries.

The Organiser reserves the right to amend, delete, or add to these Terms and Conditions without any prior notice at any time and the participants shall be bound to such changes.

The Organiser's decision is final. Any correspondence pertaining to the decision made by the Organiser will not be entertained.

The participants understand and agree that the access to the Campaign Page, the participation of the Campaign and the usage of the Campaign is solely at his/her own risk and the participants agree to assume full responsibility and agree that the organiser shall not under any circumstances be liable to any participants or other person whether in tort, contract, statute or otherwise for any direct, indirect, incidental or consequential damage and costs, and for damages for any loss of profit or revenue or otherwise, arising out of or in connection to any use of, access to, participation or inability to use or access or participate in the Campaign or the Campaign Page and that the Organiser makes no warranty or representation of any kind, including but without limitation to the following:

- the continuous, uninterrupted and error-free operation of the Campaign Page or Campaign;

- the accuracy of the information or statement provided herein;
- freedom from any actual, direct, indirect, incidental or consequential loss, destruction, damage, corruption, attack, interference, hacking, or other security intrusions whatsoever; or
- the security and freedom from any computer viruses or other contaminating or harmful properties.

The participants acknowledge and agree that to the fullest extent permitted by law, the Organiser disclaims any and all liabilities for any claims for damages, losses, costs and/or expenses arising from or related to the Campaign.

The Organiser shall not be liable for failure to perform any obligation under these Terms and Conditions due to events beyond its reasonable control including but not limited to natural disasters, government restrictions, system failures, or other force majeure events.

10. Intellectual Property Rights

All intellectual property rights relating to the Platform and campaign materials remain the property of EP Plus Group Sdn. Bhd. or its licensors. Users may not reproduce or distribute any materials without prior written consent.