

## Trapo Deals

### Campaign Terms & Conditions (T&C) and Frequently Asked Questions (FAQ)

Version 1.0



#### Campaign Information

Campaign Name	Trapo Deals
Promotion Offer	Enjoy 13% off Trapo Car Mats and Oextra Car Accessories when you shop at Trapo physical outlets
Campaign Duration	5 October 2022 – 31 December 2022
Campaign Eligibility	Open to all Etiqa customers with a valid Etiqa plan
Service Partner	This campaign is a joint collaboration between Etiqa General Insurance Berhad, Etiqa General Takaful Berhad (“Etiqa”) and Trapo Marketing Sdn. Bhd. (“Trapo”)
Participation Method	<b><u>Trapo Physical Outlets</u></b> Step 1: Download the Etiqa Smile app & set up an account Step 2: Visit a Trapo outlet Step 3: Present your Etiqa plan(s) under "My Coverage" in the Etiqa Smile app Step 4: Enjoy 13% off your total bill
Location	All Trapo Outlets (Located in Klang Valley, Melaka & Johor Bharu) Please refer to <a href="https://my.trapo.asia/pages/location">https://my.trapo.asia/pages/location</a> for TRAPO’s Outlet contact and address information.

#### Campaign Terms & Conditions

Terms & Conditions	<ul style="list-style-type: none"><li>▪ This campaign is open to all Etiqa customers with a valid Etiqa plan</li><li>▪ Trapo reserves the right to amend/cancel this promotion at any time</li><li>▪ The discount is valid for all Trapo and Oextra products sold on the Trapo online store, except for the 70Mai dash cam series</li><li>▪ The campaign offers can be used for multiple purchases with no minimum spend</li><li>▪ The campaign offers cannot be used together with other ongoing promotions and discounts, and are not exchangeable for cash or other products</li><li>▪ The campaign offers are not valid for cash &amp; carry and credit account customers</li></ul>
Warranty Information	<ul style="list-style-type: none"><li>▪ The warranty period varies from 1 to 5 years depending on the Trapo/Oextra product purchased.</li></ul>
Return/Refund Policy	Customers can return a product and get a refund under the following circumstances: <ul style="list-style-type: none"><li>▪ Customers must first create a Trapo account before returning the product for refund</li><li>▪ The product must be returned within 7 business day of the order receipt date</li><li>▪ Refund will be credited to the customer’s account as Trapo Loyalty Points</li><li>▪ Any order cancellations made after payment has been completed will not result in a monetary refund</li><li>▪ For more information on product return conditions, cost of refund, and location to return, please refer to <a href="https://my.trapo.asia/pages/return-exchange-policy">https://my.trapo.asia/pages/return-exchange-policy</a></li><li>▪ Kindly contact Trapo’s customer service team to inform about a product return or refund</li></ul>
Delivery Information	<ul style="list-style-type: none"><li>▪ Orders will be shipped from the Trapo warehouse within 10 business days of the order receipt date.</li><li>▪ Orders placed after 12:00PM on Friday and over the weekend will be processed on the following Monday.</li><li>▪ Customer will receive their package from GDEX or DHL.</li><li>▪ The shipping fee is free for West Malaysia and a flat rate of RM15 for East Malaysia.</li></ul>
Contact Point	Trapo Tel: +603 9212 5882 Email: refer <a href="https://my.trapo.asia/pages/contact">https://my.trapo.asia/pages/contact</a>

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Trapo Outlet Operating Hours	Operating hours* for all Trapo physical outlets are as below:		
	Day	Time	Location
	All days (except PH)	9AM-7PM	Melaka Hub
			Glenmarie Hub
			Cheras Hub
			Bangsar Hub
	All days (incl. PH)	10AM-10PM	Desa Park Hub
Mid Valley Kiosk			
Mid Valley Installation Point			
Midvalley Southkey JB Hub			
*Note: Subject to changes during festive/public holidays Further information can be viewed at <a href="https://my.trapo.asia/pages/location">https://my.trapo.asia/pages/location</a>			
Payment Method	<ul style="list-style-type: none"> <li>For orders at Trapo physical stores, payment can be made via credit card or debit card</li> </ul>		
Etiqua General Terms and Conditions	<ol style="list-style-type: none"> <li>Etiqua shall not be responsible or held liable in any manner whatsoever in respect of technical failures of any kind whatsoever, intervention, interruptions and/or electronic or human error in the administration and/or processing of the transaction performed at <b>Trapo online store or physical outlets</b>, the same is not caused by Etiqua nor the determination of the Participants' eligibility for the Campaign.</li> <li>Etiqua reserves the right to amend, shorten, cancel, suspend or terminate this Campaign or any part thereof with prior notice. Such notice may be published by Etiqua via social media and website and/or through any other mode of communication as by Etiqua. It shall be the responsibility of the User to be informed of or otherwise seek out any such notice validly posted.</li> <li>For the avoidance of doubt, the amendment, shortening, cancellation, suspension or termination of this Campaign by Etiqua shall not entitle the User or any other persons whatsoever to any claim or compensation against Etiqua for any losses or damages suffered or incurred as a direct or indirect result of the such amendment, shortening, cancellation, suspension or termination.</li> <li>Etiqua shall not be liable for any losses, damages or costs incurred or suffered by any User as a result of participating in this Campaign. Furthermore, Etiqua shall not be liable for any default of its obligations under the Campaign due to any force majeure event which includes but not limited to act of God, war, riot, lockout, industrial action, fire, flood, drought, storm or any event beyond the reasonable control of Etiqua.</li> <li>The Terms and Conditions stated herein shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.</li> <li>Etiqua is entitled to, at its discretion, disqualify/reject any User who does not comply with the Terms and Conditions stated herein and/or are found or suspected to be tampering with the Campaign and/or its process or the operations of this Campaign. Tampering shall include fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Campaign.</li> <li>Any variation (of any of the Terms and Conditions stated herein) shall be binding on the User (through any notice displayed at the social media &amp; website).</li> <li>By participating in this Campaign, Users agree and consent to allow his/her personal data being collected, processed and used by Etiqua in accordance with Etiqua Privacy Notice, which may be viewed on <a href="http://www.etiqua.com.my">www.etiqua.com.my</a> ("Etiqua's Privacy Notice"). Users are</li> </ol>		

	<p>welcome to seek clarification from Etiqa should any of the Terms and Conditions be not fully understood.</p> <p>9. In addition and without prejudice to the terms in the Etiqa’s Privacy Notice, Users agree and consent to his/ her personal data or information being collected, processed and used by Etiqa for:</p> <ol style="list-style-type: none"><li>a. the purposes of the Campaign; and</li><li>b. marketing and promotional activities conducted by Etiqa, including but not limited to any form of advertising or publicity media and materials such as audio and/or visual recordings published through newspapers, television networks, radio stations or online and digital media and on the Internet. Marketing and promotion activities include without limitation the use and/or publication of any details provided in and/or in connection to the entries, interviews material as well responses and related photographs. In this regard, each Users agrees to co-operate and participate in all reasonable advertising and publicity activities of Etiqa in relation to the Campaign.</li></ol>
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**Customers Frequently Asked Questions:****1. Who is Trapo, and what do they do/sell?**

Trapo is the leading car accessories provider in Asia. They encourage safety, hygiene, and a comfortable driving experience through innovative and reasonably priced products.

**2. What are the offers for this campaign?**

13% discount on all Trapo car mats and Oextra products except for the Trapo 70mai dash cam series. Discount is applicable for purchases made on both the Trapo online store and Trapo outlets.

**3. How can I enjoy the exclusive 13% discount by Trapo?****Trapo Physical Outlets**

Step 1: Download the Etiqa Smile app & set up an account

Step 2: Visit a Trapo outlet

Step 3: Present your Etiqa plan(s) under "My Coverage" in the Etiqa Smile app

Step 4: Enjoy 13% off your total bill

**4. Can I enjoy the 13% discount if I am not an Etiqa customer or if my Etiqa Insurance or Takaful plan has expired?**

No, the 13% discount is exclusively for existing Etiqa customers with a valid Etiqa Insurance or Takaful plan only.

**5. Where can I download the Etiqa Smile app?**

For Android users, please go to the Google Play Store or Huawei App Gallery, and search “Etiqa Smile”.

For Apple users, please go to the Apple App Store and search “Etiqa Smile”.

**6. Where can I find my Etiqa Insurance or Takaful plan in the Etiqa Smile app?**

Once you have registered for an account on the Etiqa Smile app, select the “My Coverage” icon from the menu and your Etiqa Insurance or Takaful plan(s) will be displayed.

**7. Where can I view the locations of Trapo physical outlets?**

The location of all Trapo physical outlets is available on their official website at <https://my.trapo.asia/pages/location>

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**8. Who do I contact if I am facing difficulties or issues regarding this campaign?**

You may contact Trapo via the following options:

Email: <https://my.trapo.asia/pages/contact>

Hotline: +603 9212 5882