

Special Offer for Tesla Owner's Club Malaysia
Terms & Conditions (T&C) and Frequently Asked Questions (FAQ)



Campaign Information

Campaign/Offer Name	Etiqa Special Car Care Offer for Tesla Owners Club MY
Campaign/Offer Description	Owners of Tesla vehicles in Malaysia with Etiqa's Tesla Ensure product can enjoy up to 32% off car care services and up to 200 additional Store Value Points at CARs International.
Campaign/Offer Duration	8/06/2024 – 31/12/2024
Campaign Eligibility	<ul style="list-style-type: none"> Tesla owners in Malaysia who has renewed or signed up to protect their Tesla with an Etiqa Motor Insurance or Takaful plan
Service Partner	This offer is a joint collaboration between Etiqa General Insurance Berhad and Etiqa General Takaful Berhad ("Etiqa") and CARs International ("CARs International") for Tesla Malaysia
Participation Method	<p>Step 1: Renew/Sign-up for an Etiqa Motor Insurance/Takaful plan for your Tesla.</p> <p>Step 2: Download the voucher via https://etiqa.com.my/v2/OglImage/1512056757701 and visit the selected CARs International outlets.</p> <p>Step 3: Present your voucher and proof of your Etiqa Motor Insurance / Takaful plan via the Etiqa App to redeem.</p>
Contact Point	<ul style="list-style-type: none"> For any enquiries related to this campaign/offer, please contact: Etiqa Customer Service at 1300-13-8888 or email us at info@etiqa.com.my For enquiries relating to CARs International products and services, please contact via: Tel: +6017 6661838 Email: refer https://carsbeauty.com/contact-us/
Channel of Renewal	<ul style="list-style-type: none"> This campaign is only applicable for renewal/sign-up of an Etiqa Motor Insurance/Takaful.

Redemption Terms & Conditions

Cars International Prize Redemption Terms & Conditions	<p>Tesla owners who renew/sign-up for an Etiqa Motor Insurance/Takaful plan are eligible to <u>REDEEM the offer below.</u></p> <ul style="list-style-type: none"> Car Care Special Service: Up to 32% off Cars International Special Service Combo. 			
	Service	Normal Price	Discount	Special Price
	1. Car Wash + Vacuum + Brilliant Shine (Water Wax) + Class Coat (Front & Rear) + OTIO	RM 490	28%	RM 350
	2. Car Wash + Vacuum + Polish & Coating + Class Coat (Front & Rear) + OTIO	RM 815	32%	RM 550
	3. Car Wash + Vacuum + HAADO Coating + Class Coat (Full Glass) + OTIO (Complimentary 1 Year Graphene Membership)	RM 1760	21%	RM 1388
	4. Car Wash + Vacuum + GRAPHENE Coating + Class Coat (Full Glass) + OTIO	RM 2360	20%	RM 1888

	<i>(Complimentary 1 Year Graphene Membership)</i>																																						
	<ul style="list-style-type: none">Loyalty Membership: Up to 200 Additional Stored Value Points (SVP)																																						
	<table><tr><th>Type of Loyalty</th><th>Year (s)</th><th>Entitlement</th><th>Price RM</th><th>Normal SVP</th><th>Additional SVP</th><th>Extra Value Added</th><th>Total SVP</th></tr><tr><td>CARs SILVER</td><td>1</td><td>1 Vehicle</td><td>690</td><td>360</td><td>72</td><td>20%</td><td>432</td></tr><tr><td>CARs GOLD</td><td>2</td><td>1 Vehicle</td><td>950</td><td>460</td><td>92</td><td>20%</td><td>552</td></tr><tr><td>CARs PLATINUM</td><td>3</td><td>1 Vehicle</td><td>1688</td><td>1000</td><td>200</td><td>20%</td><td>1200</td></tr></table>	Type of Loyalty	Year (s)	Entitlement	Price RM	Normal SVP	Additional SVP	Extra Value Added	Total SVP	CARs SILVER	1	1 Vehicle	690	360	72	20%	432	CARs GOLD	2	1 Vehicle	950	460	92	20%	552	CARs PLATINUM	3	1 Vehicle	1688	1000	200	20%	1200	Redemption of Store value – 1 Store Value = RM1.00					
Type of Loyalty	Year (s)	Entitlement	Price RM	Normal SVP	Additional SVP	Extra Value Added	Total SVP																																
CARs SILVER	1	1 Vehicle	690	360	72	20%	432																																
CARs GOLD	2	1 Vehicle	950	460	92	20%	552																																
CARs PLATINUM	3	1 Vehicle	1688	1000	200	20%	1200																																
	<u>Terms & Conditions</u> <ul style="list-style-type: none">Renew/Sign-up for an Etiqa Motor Insurance/Takaful plan for a Tesla vehicle,Valid for Saloon, SUV and MPV*,Add on vehicle is limited to 1 vehicle only for CARS Loyalty Silver, Gold & Platinum*,SVP Top-up available at RM100 for 100 points, RM250 for 265 points, RM500 for 530 points & RM1000 for 1200 points*,RM30 will be charge for any change of vehicle number plate*,Cars International reserves the right to change, amend, add to the terms & conditions stated here, and/or terminate this service without prior notice.																																						
	*T&C only applicable to Loyalty Program																																						
Return/Refund/Warranty Information for Online purchases	<ul style="list-style-type: none">All information related to Cancellation/Return/Refund/Warranty can be found at https://www.carsbeauty.com.sg/																																						
Delivery Information	N/A																																						
Pricelist	N/A																																						
Outlet Operating Hours	Operating hours * of CARs International outlets with this offer are as below: <table><tr><th>Day</th><th>Time</th><th>Location (Nationwide)</th></tr><tr><td>All day (Except PH)</td><td>10AM-7PM / 8PM</td><td>1) Klang Valley 2) Melaka 3) Ipoh 4) Kelantan 5) Johor Bahru 6) Penang</td></tr></table> <p>*Note: Subject to changes during festive/public holidays</p> <p>Further information can be viewed at https://carsbeauty.com/our-branches/</p>							Day	Time	Location (Nationwide)	All day (Except PH)	10AM-7PM / 8PM	1) Klang Valley 2) Melaka 3) Ipoh 4) Kelantan 5) Johor Bahru 6) Penang																										
Day	Time	Location (Nationwide)																																					
All day (Except PH)	10AM-7PM / 8PM	1) Klang Valley 2) Melaka 3) Ipoh 4) Kelantan 5) Johor Bahru 6) Penang																																					
Payment Method	N/A																																						
Etiqa General Terms and Conditions	<ul style="list-style-type: none">Etiqa 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 Etiqa via social media and website and/or through any other mode of communication as by Etiqa. It shall be the responsibility of the																																						

Participant to be informed of or otherwise seek out any such notice validly posted.

- For the avoidance of doubt, the amendment, shortening, cancellation, suspension, or termination of this Campaign by Etiqa shall not entitle the Participant or any other persons whatsoever to any claim or compensation against Etiqa for any losses or damages suffered or incurred as a direct or indirect result of such amendment, shortening, cancellation, suspension or termination.
- Etiqa shall not be liable for any losses, damages or costs incurred or suffered by any Participant as a result of participating in this Campaign. Furthermore, Etiqa 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 Etiqa.
- 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.
- Etiqa is entitled to, at its discretion, disqualify/reject any Participant 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.
- Any variation (of any of the Terms and Conditions stated herein) shall be binding on the Participant (through any notice displayed at the social media & website).
- By participating in this Campaign, Participants agree and consent to allow his/her personal data being collected, processed and used by Etiqa in accordance with Etiqa Privacy Notice, which may be viewed on www.etiqa.com.my ("Etiqa's Privacy Notice"). Participants are welcome to seek clarification from Etiqa should any of the Terms and Conditions be not fully understood.
- In addition, and without prejudice to the terms in the Etiqa's Privacy Notice, Participants agree and consent to his/ her personal data or information being collected, processed and used by Etiqa for:
 - the purposes of the Campaign; and
 - 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 Participant agrees

	to co-operate and participate in all reasonable advertising and publicity activities of Etiqa in relation to the Campaign.
--	----------------------------------------------------------------------------------------------------------------------------

Frequently Asked Questions:

1. What is the Etiqa Special Car Care Offer for Tesla Owners Club MY?

This is a special offer by Etiqa for Tesla Owners Club members who renew/sign-up for an Etiqa Motor Insurance/Takaful plan for their Tesla vehicles.

2. What are the eligibility criteria?

Tesla Owners Club members who renew/sign-up for an Etiqa Motor Insurance/Takaful plan for their Tesla vehicle.

3. If I have more than one (1) car, am I eligible to redeem the campaign offer for each of my cars?

Yes, as long as all the criteria are fulfilled.

4. How can I enjoy this promotional offer?

Step 1: Renew/Sign-up for an Etiqa Motor Insurance/Takaful plan for your Tesla

Step 2: Download the voucher via <https://etiqa.com.my/v2/OgImage/1512056757701> and visit the selected CARs International outlets

Step 3: Present your voucher and proof of your Etiqa Motor Insurance / Takaful plan via the Etiqa App to redeem

5. Who is CARs International and what do they do/sell?

CARs International is a regional powerhouse in the car grooming industry since 1973. Operating at over 100 locations in Singapore and Malaysia, they offer comprehensive suite of services to meet and delight the demand of customers.

6. Where can I view the location of CARs International outlet?

<https://carsbeauty.com/our-branches/>

7. Where can I redeem the campaign offers?

- Redemption can be made at all nationwide CARs International outlet within Malaysia.

8. Who should I contact if I am having any difficulties or issues regarding the campaign/offer?

If you are facing any difficulties, feel free to contact CARs International via the following options:

CARs International

Tel: +6017 6661838

Email: refer <https://carsbeauty.com/contact-us/>