

# HOMEDEC Frenz

## Terms & Conditions

These Terms & Conditions govern the HOMEDEC Frenz membership programme, including all contests, lucky draws, receipt submissions, and rewards conducted via the HOMEDEC Frenz platform (“Programme”).

By registering as a member and/or participating in any campaign under HOMEDEC Frenz, you agree to be bound by these Terms & Conditions.

### GENERAL MEMBERSHIP TERMS

#### 1. Introduction

- 1.1 HOMEDEC Frenz is the official loyalty and membership programme of HOMEDEC exhibitions in Malaysia.

#### 2. Membership

- 2.1 Membership is open to visitors of HOMEDEC events aged 18 years and above. Membership is strictly personal, non-transferable, and tied to a unique Member ID.
- 2.2 Members are responsible for ensuring the accuracy of their registration details. False, incomplete, or misleading information may result in suspension or termination of membership.
- 2.3 The Organiser reserves the right to suspend, revoke, or terminate any membership at its sole discretion where misuse, abuse, fraud, or breach of these Terms & Conditions is suspected.

#### 3. Data Collection & Privacy

- 3.1 Personal data is collected strictly for programme administration, verification, prize fulfilment, and marketing purposes (where consent is given).
- 3.2 Personal data will be processed in accordance with the Personal Data Protection Act 2010 (PDPA).
- 3.3 For full details, please refer to the official Data Privacy Policy at: <https://cisnetwork.com/data-privacy-policy>

#### 4. Modifications

- 4.1 The Organiser reserves the right to amend, modify, suspend, or terminate the Programme or any part thereof at any time without prior notice.
- 4.2 Continued participation constitutes acceptance of any updated Terms & Conditions.

### CONTEST PARTICIPATION (HOMEDEC FRENZ PLATFORM)

#### 5. How to Participate

- 5.1 Members may upload their proof of purchase or receipts via the HOMEDEC Frenz web application or submit them physically at the designated HOMEDEC Contest Counter.
- 5.2 Each qualifying receipt that meets the applicable campaign criteria will generate one (1) unique contest code.
- 5.3 Submission of a receipt does not guarantee eligibility. All submissions are subject to verification.

#### 6. Qualifying Receipts

- 6.1 Receipts must:
  - 6.1.1 Be issued by participating HOMEDEC exhibitors.
  - 6.1.2 Display exhibitor name, transaction date, invoice or receipt number, and actual amount paid.
  - 6.1.3 Meet the minimum spend requirement stated under the applicable campaign.
- 6.2 Only the actual amount paid is considered eligible.
- 6.3 Duplicate, altered, forged, manipulated, incomplete, illegible, or previously submitted receipts will be rejected.
- 6.4 Each receipt may only be used once and can generate only one (1) contest code.
- 6.5 The Organiser reserves the absolute right to request the original physical receipt at any time. Failure to produce the original document upon request may result in disqualification.

## **7. Contest Codes**

- 7.1** Contest codes are automatically generated upon successful verification.
- 7.2** Each code is uniquely linked to:
  - 7.2.1** The specific receipt submitted; and
  - 7.2.2** The Member ID of the submitting participant.
- 7.3** Contest codes are non-transferable, non-assignable, and cannot be shared, sold, or exchanged.

## **8. Verification**

- 8.1** All receipts are subject to automated OCR (Optical Character Recognition) screening and/or manual verification
- 8.2** The Organiser reserves the right to:
  - 8.2.1** Verify purchases directly with exhibitors;
  - 8.2.2** Reject suspicious or inconsistent submissions;
  - 8.2.3** Reverse issued contest codes if fraud is subsequently detected.
- 8.3** The Organiser's decision on verification is final and binding.

## **REWARDS (HOMEDEC FRENZ PLATFORM)**

### **9. General Reward Structure**

- 9.1** Rewards made available on the HOMEDEC Frenz platform may include Instant Rewards, tier-based rewards, promotional gifts, or campaign-based incentives, subject to availability and while stocks last.
- 9.2** Rewards are offered at the Organiser's sole discretion and may vary by exhibition, campaign, or promotional period.

### **10. Linkage to HOMEDEC Exhibition Contests**

- 10.1** Where Rewards are issued in connection with any HOMEDEC exhibition contest (including but not limited to the "SHOP BIG SIN BIG!" Contest), such Rewards shall be governed primarily by the official Contest Terms & Conditions of the respective exhibition.
- 10.2** Members participating via the HOMEDEC Frenz platform acknowledge and agree that eligibility, qualifying spend, proof of purchase requirements, submission deadlines, verification procedures, disqualification rules, and prize mechanics shall strictly follow the applicable HOMEDEC exhibition Contest Terms & Conditions.
- 10.3** In the event of any inconsistency between the HOMEDEC Frenz platform rules and the official HOMEDEC exhibition Contest Terms & Conditions, the official exhibition Contest Terms & Conditions shall prevail and be final and binding.

### **11. Reward Tiers & Eligibility**

- 11.1** Reward eligibility may be determined based on spending tiers, receipt verification, campaign mechanics, or specific promotional criteria.
- 11.2** Receipt validation, qualifying spend thresholds, and same-day submission rules shall follow the applicable HOMEDEC exhibition Contest Terms & Conditions where relevant.
- 11.3** The Organiser reserves the absolute right to verify all transactions with exhibitors and to reject, revoke, or withhold any Reward in cases of incomplete documentation, discrepancies, suspected fraud, manipulation, or breach of any applicable Terms & Conditions.

### **12. Booking & Collection**

- 12.1** Members who reserve or book a Reward via the HOMEDEC Frenz platform must collect the Reward in person at the designated HOMEDEC Frenz Counter during the exhibition period and within the stipulated timeframe.
- 12.2** Collection of any Reward is strictly subject to onsite verification by the HOMEDEC Contest Crew via secured PIN authorisation within the HOMEDEC Frenz system. A reward shall only be deemed successfully redeemed upon completion of this PIN verification process.
- 12.3** Members may be required to present:
  - 12.3.1** Their HOMEDEC FRENZ Member ID (digital profile);

