

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** Participation in the HOMEDec Contest via the HOMEDec Frenz platform is subject to the HOMEDec Shop Big Win Big Contest Terms & Conditions. By participating, Members agree to be bound by the said Terms & Conditions.
- 5.2** 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.
- 5.3** Each qualifying receipt that meets the applicable campaign criteria will generate one (1) unique contest code.
- 5.4** 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 WIN 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);
 - 12.3.2** The corresponding contest code, booking confirmation, or Virtual Ticket (where applicable); and
 - 12.3.3** NRIC or passport for identity verification
- 12.4** Rewards will not be released without successful PIN verification by the authorised Contest Crew. Screenshots, booking confirmations, or digital vouchers alone do not constitute valid redemption.
- 12.5** Failure to collect the reward within the stipulated timeframe or failure to complete the PIN verification process shall result in automatic forfeiture without compensation, reinstatement, or replacement.

13. HOMEDEC Frenz BONUS REWARD PICK

- 13.1** Participation in the HOMEDEC Frenz Bonus Reward Pick is strictly limited to registered and verified HOMEDEC Frenz members with an active account at the time of redemption. The Organiser reserves the right to request proof of identity and/or membership verification prior to allowing participation.
- 13.2 Submission and Redemption Process:** Participants must submit their qualifying receipt physically at the official HOMEDEC Frenz Contest Counter within the stipulated campaign period. Only receipts successfully validated within the system shall be eligible for redemption of a Bonus Reward Pick play.
- 13.3 Receipt Verification:** All receipts are subject to verification in accordance with **Clause 3 of the HOMEDEC Shop Big Win Big Contest Terms & Conditions (Qualifying Purchase & Entry Mechanics)**. The Organiser reserves the absolute right to:
- Reject any receipt that is incomplete, illegible, duplicated, altered, fraudulent, tampered with, or suspected of misuse;
 - Request supporting documents or additional proof of purchase;
 - Disqualify any participant found to have submitted duplicate or manipulated receipts.
- Receipts may only be used once for redemption and cannot be reused for multiple claims.
- 13.4 First-Come, First-Served Basis:** All Bonus Reward Pick plays and prizes are strictly offered on a first-come, first-served basis and while stocks last. The Organiser shall not be liable for any prizes that are fully redeemed or unavailable at any time.
- 13.5 Prize Conditions:** All prizes won are strictly non-transferable, non-refundable, and non-exchangeable for cash, credit, or other items. Participants must inspect prizes upon collection. The Organiser shall not be responsible for any loss, damage, or defects once the prize has been accepted.
- 13.6 Visual Representation:** Images, descriptions, and specification of prizes in any promotional materials are for illustration purposes only. The Organiser reserves the right to substitute any prize with another item of similar value without prior notice should circumstances require.
- 13.7 Fraud, Abuse and Disqualification:** The Organiser reserves the absolute right to disqualify any participant who is found or suspected to:
- Engage in fraudulent, dishonest, or abusive behaviour;
 - Manipulate the redemption system or Bonus Reward Pick mechanism;
 - Collude with exhibitors, staff, or third parties to obtain undue advantage;
 - Breach any of these Terms & Conditions.
- The Organiser's decision shall be final and no correspondence or appeal will be entertained.
- 13.8 Additional Conditions Governing Tier Mechanics:**
- 13.8.1 Receipt Combination Rules**
 - Receipts may only be combined up to the maximum number stated per tier.
 - Receipts must be issued by participating exhibitors at HOMEDEC during the official event period.
 - Splitting of a single transaction into multiple receipts for the purpose of qualifying for additional spins is strictly prohibited.
 - 13.8.2 No Double Counting**
 - Each receipt may only be used once for one (1) tier redemption.
 - Once a receipt (or portion thereof) has been used to redeem a play, it cannot be reused or carried forward for another tier or future redemption.

13.8.3 Excess Spending

- Any excess amount above a qualifying tier will not automatically entitle participants to additional spins unless it independently meets another full qualifying tier threshold.
- Example: RM25,000 in qualifying receipts entitles the participant to one (1) Tier B play only. The balance RM5,000 cannot be reused unless supported by a separate eligible receipt not previously redeemed.

13.8.4 Maximum Redemptions: The Organiser reserves the right to impose a maximum number of plays per member per day and/or per event period at its sole discretion to ensure fairness.

13.8.5 Verification & Approval: All spending calculations are subject to final verification and approval by the Organiser. The Organiser's calculation and decision shall be final and binding.

BONUS REWARD PICK Mechanics:

Participants who spend RM1,000 or more in a single receipt are entitled to one (1) Bonus Reward Pick.

Participants randomly select one (1) face-down card and win the reward shown on the card.

14. Non-Transferability & Substitution

- 14.1** All Rewards are strictly non-transferable and non-exchangeable for cash, credit, or other items unless expressly stated otherwise.
- 14.2** The Organiser reserves the right to substitute any Reward with another item of equal or greater value without prior notice.

15. Limitation of Liability

- 15.1** The Organiser shall not be liable for any loss, damage, injury, cost, expense, or claim whatsoever (whether direct, indirect, incidental, consequential, special, or otherwise) arising out of or in connection with participation in the exhibition, contest, reward programme, or any related activities.
- 15.2** The Organiser shall not be responsible or liable for any failure, delay, interruption, or cancellation arising from events beyond its reasonable control, including but not limited to acts of God, natural disasters, pandemics, governmental actions, strikes, civil disturbances, system failures, or any other force majeure event.
- 15.3** The Organiser shall not be responsible for any technical malfunction, system error, data loss, network failure, processing delay, or any other technical or human error that may affect participation, submission, verification, reward issuance, or related processes.
- 15.4** To the fullest extent permitted by law, all warranties, representations, and liabilities not expressly stated herein are excluded.

16. Final Authority

- 16.1** The Organiser reserves the absolute right to revoke, suspend, cancel, refuse or disqualify any Reward issuance if the Member is found, suspected, or reasonably believed to have breached any applicable Terms & Conditions, including but not limited to the official HOMEDEC exhibition Contest Terms & Conditions, without prior notice or liability.
- 16.2** The Organiser further reserves the right to interpret, amend, vary, or supplement these Terms & Conditions at any time without prior notice, and such amendments shall be binding upon publication or notification.
- 16.3** All decisions made by the Organiser in relation to eligibility, verification, Reward issuance, disputes, interpretation of rules, or any related matter shall be final, conclusive, and binding. No correspondence, appeal, challenge, or dispute shall be entertained.