HOMEDEC Frenz
Terms & Conditions

Effective for HOMEDEC KL 2026 taking place from **29 October to 1 November 2026** at the Kuala Lumpur Convention Centre (KLCC), Kuala Lumpur Malaysia.

These Terms & Conditions govern the HOMEDEC Frenz membership programme, the use of the HOMEDEC Frenz digital platform, and participation in the HOMEDEC Frenz Bonus Reward Pick and Grand Giveaway (collectively, the "Programme").

By registering for HOMEDEC Frenz or participating in any campaign under the Programme, a person agrees to these Terms & Conditions and the specific terms applicable to the relevant campaign.

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 exhibitions aged 18 years and above. Each person may hold one (1) account only. Membership is strictly personal, non-transferable, and tied to a unique Member ID.

2.2 Employees of the Organiser, Participating Exhibitors and their agencies or contractors directly involved in administering the relevant Campaign, together with their immediate family members (spouse, parents, children and siblings), are not eligible to participate in that Campaign or receive Rewards under it.

2.3 Members are responsible for ensuring the accuracy and completeness of their registration details. False, incomplete, misleading information or holding more than one account, may result in suspension or termination of membership and forfeiture of unredeemed Rewards, subject to applicable law.

2.4 The Organiser reserves the right to suspend, revoke, or terminate any membership where there are reasonable grounds to suspect misuse, abuse, fraud or a breach of these Terms & conditions. The Organiser may conduct reasonable checks before taking such action.

3. Data Collection & Privacy

3.1 Personal data is collected and processed for Programme administration, membership management, verification, fraud prevention, prize fulfilment, handling enquiries and disputes, and marketing purposes where the necessary consent has been obtained.

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 where reasonably necessary, including for operational, security, fraud-prevention, legal or circumstances beyond its reasonable control. Where practicable, material changes will be communicated through the official HOMEDEC Frenz or HOMEDEC channels. Any changes will be subject to applicable law and will not retrospectively invalidate a valid claim without reasonable grounds.

4.2 Continued participation after an amendment takes effect constitutes acceptance of the updated Terms & Conditions, to the extent permitted by law. Members who do not agree to an amendment may discontinue participation in the affected Programme or Campaign.

5. CONTEST PARTICIPATION (HOMEDEC FRENZ PLATFORM)

5.1 Participation in the **HOMEDEC Shop Big Win Big Contest** is subject to the official HOMEDEC Shop Big Win Big Terms & Conditions. In the event of a conflict concerning that Contest, its official Terms & Conditions shall prevail for that Contest.

5.2 Matters exclusive to the **HOMEDEC Frenz Programme**, including the **Bonus Reward Pick and Grand Giveaway**, are governed by these Terms & Conditions and any applicable campaign-specific rules.

5.3 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 within the submission deadline.

5.4 For the Bonus Reward Pick, receipts must be presented at the designated HOMEDEC Frenz counter on the same day as the purchase.

5.5 Each qualifying receipt that is uploaded digitally via the HOMEDEC Frenz system that meets the applicable campaign criteria may generate one (1) contest code upon successful verification. Submission of a receipt does not guarantee eligibility or the issuance of a Contest Code. Each entry remains subject to the applicable campaign rules and verification requirements.

6. Qualifying Receipts

6.1 Receipts must:

- **6.1.1** Be issued by participating HOMEDEC exhibitors during the applicable exhibition and Campaign Period.
- **6.1.2** Clearly display the exhibitor's name, transaction date, invoice or receipt number, and actual amount paid where applicable.
- **6.1.3** Meet the minimum spend requirement and all other eligibility criteria stated under the applicable Campaign.

6.2 Qualifying spend is calculated strictly based on the actual eligible amount paid on the day of the transaction, as evidenced by matching payment slips, credit card receipts, e-wallet receipts, or bank transfer confirmations or other acceptable proof of payment. The total invoice, quotation, order or contract value does not qualify unless the applicable Campaign expressly states otherwise.

6.3 Duplicate, altered, forged, manipulated, incomplete, illegible, unverifiable or otherwise invalid receipts will be rejected. A receipt already used for a claim under the same Campaign cannot be reused to obtain an additional entry, play or Reward.

6.4 Each qualifying receipt may be used only once within the same Campaign and may generate no more than one (1) Contest Code for that Campaign, unless the applicable official Campaign Terms & Conditions expressly provide otherwise. Use of a receipt in another separate Campaign is permitted only where the rules of both Campaigns allow it and the receipt independently meets each Campaign's requirements.

6.5 Members must **keep the original receipt and relevant proof of payment for at least (30) days after the applicable Campaign Period ends** and longer if a claim or dispute remains unresolved. The Organiser may request the original physical receipt or supporting documents at any time during verification or within a reasonable period thereafter. Failure to provide requested documentation within the stipulated reasonable timeframe may result in rejection of the claim or disqualification where the claim cannot be verified.

6.6 If a qualifying transaction is cancelled, refunded, reversed or reduced below the required spend, the associated Contest Code, play or Reward may be invalidated. Where a Reward has already been issued, the Organiser may take reasonable steps to recover the Reward or its value, subject to applicable law and the circumstances of the case.

7. Contest Codes

7.1 Contest codes are generated upon successful verification of an eligible receipt in accordance with the applicable Campaign rules.

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 or used by another person. The Organiser may invalidate a Contest Code that has been obtained, transferred or used in breach of these Terms & Conditions.

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 or visitors and request reasonable supporting documents or proof of payment;
- **8.2.2** Reject submissions that are suspicious, inconsistent, incomplete or cannot be reasonably verified;
- **8.2.3** Reverse or invalidate issued Contest Codes if the underlying receipt or entry is subsequently found to be fraudulent or ineligible;
- **8.2.4** Revoke or withhold Rewards where fraud, ineligibility or a material breach of these Terms & Conditions is established.

8.3 The Organiser's decision on verification will be based on the available evidence and shall be final for Programme administration, subject to applicable law. Where practicable, the Member will be informed of the reason for a rejection or disqualification, without prejudice to legitimate fraud-prevention or security requirements.

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 the applicable eligibility criteria, availability and stock limits**.

9.2 Rewards may vary by exhibition, Campaign or promotional period. The Organiser reserves the right to determine the Rewards offered and their allocation in accordance with the published Campaign rules.

10. Link 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 by the applicable official HOMEDEC exhibition Contest Terms & Conditions.

10.2 Members participating via the HOMEDEC Frenz platform acknowledge that eligibility, qualifying spend, proof of purchase requirements, submission deadlines, verification procedures, disqualification rules, and prize mechanics shall follow the applicable HOMEDEC exhibition Contest Terms & Conditions. These HOMEDEC Frenz Terms & Conditions continue to apply to membership and platform matters unless the relevant Contest terms expressly provide otherwise.

10.3 Members must inspect Rewards upon collection and promptly report any visible damage or discrepancy to the designated Contest Crew. Once accepted, the Organiser shall not be responsible for loss or damage caused after collection. For manufacturing defects, the supplier's or manufacturer's warranty applies where provided, without affecting any statutory rights.

10.4 Rewards are non-transferable and cannot be exchanged for cash, credit or other items unless expressly stated. Images and descriptions are for illustration purposes only.

10.5 Winners may be invited to consent to the use of their name and photograph in the Organiser's publicity. Such consent is optional and does not affect eligibility to receive a validly awarded Reward.

10.6 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 for the relevant exhibition Contest. For Bonus Reward Pick and Grand Giveaway, these Terms & Conditions and the applicable Campaign-specific provisions shall apply.

11. Reward & Eligibility

11.1 Reward eligibility may be determined based on spending tiers, receipt verification, Campaign mechanics, or specific promotional criteria stated in the applicable Campaign materials.

11.2 Receipt validation, qualifying spend thresholds, and same-day submission rules shall follow the applicable HOMEDEC exhibition Contest Terms & Conditions where relevant, and the specific rules stated under the relevant HOMEDEC Frenz Campaign.

11.3 The Organiser reserves the right to verify all transactions with exhibitors and visitors, and to reject, revoke, or withhold a Reward where documentation is incomplete, discrepancies cannot be resolved, or there are reasonable grounds to suspect fraud, manipulation, or a breach of applicable Terms & Conditions. Any such decision shall be based on the available evidence and subject to applicable law.

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 through the secured PIN authorisation process within the HOMEDEC Frenz system. A Reward shall only be deemed successfully redeemed upon completion the required PIN verification process.

12.3 Members may be required to present:

- **12.3.1** Their HOMEDEC FRENZ Member ID or digital profile;
- **12.3.2** The corresponding contest code or booking confirmation; and
- **12.3.3** The original 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. If a system or technical issue prevents verification, Members must follow the alternative verification procedure, if any, authorised by the Organiser. No Reward will be released without an approved verification process.

12.5 Failure to collect a Reward within the stipulated timeframe or failure to complete the required PIN verification process may result in forfeiture without compensation, reinstatement, or replacement.

13. CAMPAIGN I: 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. Members who spend RM3,000 or more with participating exhibitors during HOMEDEC KL 2026 are entitled to one (1) Bonus Reward Pick play, subject to these Terms & Conditions and successful verification.

13.2 BONUS REWARD PICK Mechanics

13.2.1 Participants who spend RM3,000 or more are entitled to one (1) Bonus Reward Pick play, subject to the eligibility and verification requirements.

13.2.2 Eligible participants randomly select one (1) face-down card and receive the Reward shown on the selected card, subject to availability and the applicable prize conditions.

13.3 Onsite Card-Flip Mechanics:

13.3.1 Eligible Members must present in person at the designated HOMEDEC Frenz Counter on the same day as the purchase, with their original physical qualifying receipt, proof of payment, original NRIC or Passport, and an active HOMEDEC Frenz digital profile.

13.3.2 Upon successful system validation and physical stamping of the receipt by the Contest Crew, the Crew will present the official set of face-down Bonus Reward Pick cards. The Member may randomly select and flip one (1) card only, to reveal their prize.

13.3.3 Once the Member has touched, selected or flipped a card, the selection is final and binding. No re-picks, swaps, or exchanges will be allowed under any circumstances.

13.3.4 Prize release will be processed by the Contest Crew at the HOMEDEC Frenz Counter after all required verification and redemption steps have been complicated.

13.4 **Receipt Verification:** All receipts are subject to verification in accordance with **Clause 3 of the HOMEDEC Shop Big Win Big Contest Terms & Conditions,** where applicable and these Terms & Conditions.

13.5 The Organiser reserves the absolute right to:

- Reject any receipt that is incomplete, illegible, duplicated, altered, fraudulent, tampered with, or reasonably suspected of misuse;
- Request supporting documents or additional proof of purchase;
- Disqualify any participant found to have submitted duplicate or manipulated receipts.

Each receipt may be used only once for the Bonus Reward Pick and cannot be reused to obtain another play under this Campaign. **First-Come, First-Served Basis:** All Bonus Reward Pick plays and prizes are offered strictly on a first-come, first-served basis, while daily stocks last. The Organiser reserves the absolute right to impose a maximum cap on the number of plays per Member per day and/or per exhibition period without prior notice.

13.6 **First-Come, First-Served Basis:** All Bonus Reward Pick plays and prizes are offered on a first-come, first-served basis while allocated daily stock lasts. The Organiser may impose a maximum number of plays per Member per day and/or per exhibition period to ensure fair distribution. Any applicable limit will be communicated before the Member participates, where practicable.

13.7 **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 and promptly report any visible damage or discrepancy. The Organiser shall not be responsible for any loss, damage, or defects occurring after the prize has been accepted.

13.8 **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.

- **Fraud, Abuse and Disqualification:** The Organiser reserves the right to disqualify any participant where there are reasonable grounds, supported by available evidence to establish that the participant has:
- Engage in fraudulent, dishonest, or abusive behaviour;
- Manipulated or attempted to manipulate the redemption system or Bonus Reward Pick mechanism;
- Collude with exhibitors, staff, or third parties to obtain an improper advantage;

- Breach any of these Terms & Conditions or other applicable Campaign rules.

The Organiser's decision shall be final for Campaign administration.

13.9 Additional Conditions Governing Mechanics:

13.9.1 Receipt Combination Rules

- Receipts must be issued by participating exhibitors at HOMEDEC during the official exhibition period.

13.9.2 No Double Counting

- Each receipt may only be used only once for a Bonus Reward Pick play.
- Once a receipt has been used to obtain a play, it cannot be reused, split or carried forward to obtain another play under this Campaign.

13.9.3 Excess Spending

- Any amount spent above a qualifying threshold does not automatically entitle a participant to additional play.
- For Example: A single receipt of RM6,000 or RM9,000 entitles the Member to strictly one (1) Bonus Reward Pick play. The amount cannot be carried forward, split or combined with another receipt to obtain an additional play.

13.9.4 Maximum Redemptions: The organiser may impose a reasonable maximum number of plays per Member per day and/or per exhibition period to ensure fair distribution. Any applicable limit will be communicated before the participation.

13.9.5 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.

14. HOMEDEC Frenz - GRAND GIVEAWAY

14.1 Eligibility & Minimum Spend: To qualify for the **HOMEDEC Frenz Grand Giveaway**, Members must spend a minimum of RM200 and above in a single official receipt issued by a participating exhibitor during the HOMEDEC KL exhibition period, subject to verification and these Terms & Conditions.

14.2 Entry Mechanics & Contest Code Issuance:

14.2.1 Participants must upload a clear, complete, and unobstructed image of the original receipt digitally via the HOMEDEC Frenz system by the stated submission deadline.

14.2.2 All submissions are subject to verification by the Organiser. Verification is not automatic, and submission alone does not establish eligibility.

14.2.3 Upon successful verification, one (1) "Contest Code" will be issued via the Participant's HOMEDEC Frenz Account.

14.2.4 Each valid "Contest Code" constitutes one (1) entry into the Grand Giveaway for a chance to to win one (1) **Samsung 77" 4K OLED Vision AI Smart TV**, subject to confirmation of the exact model and the applicable Campaign rules.

14.2.5 Issuance of a "Contest Code" does not guarantee prize entitlement. Each entry remains subject to verification and the draw process.

14.2.6 Each qualifying receipt may generate no more than one (1) entry in the Grand Giveaway. Receipts canno.t be combined to meet the minimum spend, and a receipt already used for an entry in this Campaign cannot be reused for an additional entry.

14.3 Receipt Verification: All receipts are subject to verification in accordance with **Clause 3 of the HOMEDEC Shop Big Win Big Contest Terms & Conditions** where applicable, and these Terms & Conditions. The Organiser may reject an entry if the receipt is invalid, duplicated, altered, unverifiable or does not meet the Campaign requirements. The Organiser may also request supporting documents or proof of payment to verify an entry.

14.4 Winner Announcement & Prize Redemption:

14.4.1 The Grand Giveaway winner will be announced via **HOMEDEC's Official Facebook Page.**

14.4.2 The Winner must respond within the stipulated timeframe stated in the announcement. The qualified Winner is required to send a private message to the HOMEDEC Facebook Page to arrange for prize collection by **12.00 noon Malaysia time on the following day of the announcement**.

14.4.3 To redeem the prize, the Winner must present the winning "CONTEST CODE" and their original NRIC or Passport for identity verification, together with any other reasonable documents requested to verify the winning entry. Failure to provide the required documents or pass verification may result in disqualification.

14.4.4 If the Winner fails to respond within the stipulated timeframe, fails to send the required private message, cannot be contacted, or fails verification or do not fulfil the collection

requirements, the Organiser may disqualify the Winner and select an alternate winner in accordance with the published draw procedure.

14.4.5 The prize must be collected by the date, time and at the location communicated by the Organiser. The winner is responsible for complying with the stated collection arrangements. Any delivery, installation, transportation or other prize-related arrangements will be borne by the winner.

15. Non-Transferability & Substitution

15.1 All Rewards are strictly non-transferable and non-exchangeable for cash, credit, or other items unless expressly stated otherwise.

15.2 The Organiser reserves the right to substitute any Reward with another item of equal value without prior notice.

16. Limitation of Liability

16.1 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.

16.2 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.

16.3 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.

16.4 To the fullest extent permitted by law, all warranties, representations, and liabilities not expressly stated herein are excluded.

17. Final Authority

17.1 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.

17.2 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.

17.3 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.