

ZCITY “Spin & Win”

TERMS & CONDITIONS

1. To participate in this “Spin & Win”, you must be a registered user with email verified of the ZCITY’s App.
2. Campaign period is from 16th February until 31st May 2022.
3. By entering the “Spin & Win”, you agreed that you have read and accepted these terms and conditions. We reserve the right to verify any entries and any winner. We may refuse to award the Prize(s) where we have reasonable grounds to believe that there has been a breach of these terms and conditions. Participants agreed that they will comply with all applicable laws when entering the “Spin & Win”.
4. By participating in this campaign and/or providing your personal data to the Organizer, you are warrant, read and understand the [Privacy Policy](#) enclosed to these Terms and Conditions and you consent to the Organizer’s processing of your personal data in accordance with said Privacy Policy. You agreed to indemnify, defend, and hold the Organizer harmless against any loss, damages, costs, claims, actions, or liabilities occurring due to your breach of the aforesaid warranty and representation.
5. The Organizer reserves the right to amend the Terms & Conditions listed at any time without prior notice.
6. All the prizes listed in “Spin & Win” are subject to change by the Organizer without prior notice.
7. Each ZCITY account will have one (1) free chance to spin and maximum up to five (5) spins and win random reward if you completed the task(s) daily.
8. Each winner will receive only one (1) item per spin.
9. The Zcoins winner (exclude non-Zcoins winner) may receive up to 2 times of the Zcoins if the winner shared the “Spin & Win” result to social media with the Organizer’s instruction.
10. Zcoins won and earned through “Spin & Win” in ZCITY app will be credited into winner’s account instantly.
11. “Premium Prizes” are referring to Grand Prize, Second Prize, Third Prize, Fourth Prize, Fifth Prize and Consolations.
12. There will be a total of 19 winners for premium prizes throughout the campaign period.
13. User can collect Z-Ticket through “Spin & Win” in ZCITY app. The more Z-Ticket(s) the user collected, the higher the chances to win ZCITY “Spin & Win” premium prizes.
14. User may click the “Z-Ticket” icon at top right corner of “Spin & Win” game page to view full history of Z-Tickets earned.
15. All e-Vouchers (exclude e-Vouchers Rebate and Bill Payment voucher, which awarded instantly) that the winner won through “Spin & Win” in ZCITY app will be credited into winner’s account within 14 working days from winning date.

16. Bill Payment vouchers can be utilizing in all Bill Payments and Prepaid payments.
17. E-voucher Rebate can be only utilized in RM10 GrabRide e-Voucher.
18. Bill Payment voucher and e-Voucher Rebate validity is from 16th February 2022 until 30th June 2022.
19. All winning result during "Spin & Win" is fully and solely based on the Organizer's verification. Any unverified claim(s) winning which not based on Organizer's official written announcement via social media will be treated as invalid result.
20. Images of Prizes shown in any promotional materials, advertisements or other materials relating to this campaign are solely for illustration purposes only and may not depict the actual prizes.
21. The acceptance of premium prizes by the winners are taken as permission being granted to the Organizer and its agencies to use the name and/or the photo for publicity, advertising and/or marketing purposes without prior notice and/or compensations.
22. The premium prizes winners will be announced via official social media platform within the stipulated period mentioned as below:
 - I. The premium prizes winners will be announced through official social media platform on 7th April 2022 (Round 1) and 1st June 2022 (Round 2) ("winning announcement date").
 - II. Premium prizes will be announced through official social media platform in the first following week after winning announcement date.
23. The premium prizes winners will be contacted by our ZCITY careline within 14 working days from the winning announcement date.
24. Premium prizes must be collected in person at the Organizer's office at No. 29, Jalan PPU 2A, Taman Perindustrian Pusat Bandar Puchong, 47100 Puchong, Selangor within thirty (30) calendar days from the winning announcement date ("Collection Period").
25. Identification which includes NRIC, or passport, which displays the full name of the monthly prize winners will be required.
26. The premium prizes winners may nominate a designated representative to collect the prizes. Written authorization and photocopy of NRIC or passport for both winners and their representative will be required.
27. Premium prizes must be collected within thirty (30) calendar days from the winning announcement date ("Collection Period"). Winner is solely responsible for the collection of the prizes, and the Organizer shall not be obliged to give extension notice of the Prize Collection Period. All unclaimed premium prizes after the Collection Period will be forfeited.
28. In the event, for any reason whatsoever, any of the winners is unable to collect the premium prizes within the collection period, the Organizer shall not reimburse or compensate the Winner. The Organizer shall not be obliged to give extension notice of the Prize Collection Period. All unclaimed premium prizes after the collection period will be forfeited.

29. All the prizes for winner are non-transferable, non-refundable, non-exchangeable and can't be redeemed for cash.
30. The Organizer shall not be liable for any risk, loss or damage to the premium prizes upon delivery. Neither shall Organizer be liable for or obligated to recognize or replace defective, damaged or stolen prize.
31. All transportation, accommodation, personal costs and/or any other costs, fees and/or related expenses that are incurred to participate in "Spin & Win" and to redeem the premium prizes is the sole responsibility of the Winner(s).
32. The Organizer may at its sole and absolute discretion disqualify any participant and/or revoke/forfeit the Prize entitlement at any time, where:
 - i. The participant fails to comply with the terms and conditions stated herein;
 - ii. The participant attempts to undermine the operation and administration of the "Spin & Win" by fraud, cheating, deception, abuse of redemptions and/or any dishonest activities;
 - iii. The participant fails to provide accurate, complete, valid, identifiable and/or truthful information during participation, registration to participate and/or at any stage of the "Spin & Win".
33. In the event that the "Spin & Win" cannot be administered and/or is abandoned and/or cancelled and/or discontinued due to any reason, the Organizer, without being subject to any form of liability and at its sole and absolute discretion, may decide to cancel, terminate, modify, or suspend the "Spin & Win" and/or invalidate any entries for the "Spin & Win" without assigning any reasons thereto and without notice to the participants.
34. The organizer reserves the right to alter, extend or terminate the "Spin & Win", or amend the terms and conditions at its sole discretion at any time without prior notice. In case of any disputes directly or indirectly arising from the promotion, the decision of ZCITY shall be final.
35. These Terms & Conditions are valid during the campaign period until amended or suspended by the Organizer.
36. ZCITY acknowledges and agrees that Apple is not obligated to provide any maintenance or service support in regards to ZCITY "Spin & Win".
37. ZCITY acknowledges that ZCITY, and not Apple, is responsible for addressing any claims that you or any third party may have in relation to ZCITY "Spin & Win".
38. Any issues with redemption, please contact Careline for assistance.

Email address	careline@zcity.io
ZCITY CARELINE	017-7158336
Working Hours	Monday - Saturday (8.30am 8.30pm) Closed on Public Holiday