

CLUB Panasonic Terms & Conditions

Customer who wishes to become a member must be bound by these Terms and Conditions.

MEMBERSHIP

1. CLUB Panasonic e-Card is free and open to all Malaysian aged 18 years old and above.
2. The CLUB Panasonic e-Card is not a credit card or a charge card. It is non-transferable and is for the exclusive use of CLUB Panasonic members only.
3. To apply for the CLUB Panasonic e-Card, the customer is required to complete the membership application form available at any Panashop Malaysia or register as a new Club Panasonic Member at Club Panasonic Website at club.panasonic.com.my.
4. The customer is obligated to provide and maintain accurate and true personal information when applying for the member card. Panashop will collect the applicant's information on behalf of Panasonic Malaysia in order to process the member card as part of the terms with the applicant.
5. Upon presentation of CLUB Panasonic e-Card at Panasonic Service Centres located at Penang, Kuala Lumpur, Johor Bahru and Kuantan branches, the cardholder will enjoy special privileges such as express lane service to skip the queue, 10% discount on Panasonic products checking fee at Service Centres, 5% discount on all parts used for repair service and such other privileges notified to the Member from time to time.
6. When a Member uses the membership or gives details to collect e-Points, Panasonic Malaysia will record in its database the details of the transaction on which those e-Points are collected.
7. Panasonic Malaysia may terminate a membership of CLUB Panasonic without prior notice and for any reason, including if the Member fails to comply with the following Terms and Conditions:
 - Membership and member card will be terminated if member supplies any misleading information or makes any misrepresentation to Panasonic Malaysia or to any Panashop in connection with Panasonic Malaysia or CLUB Panasonic Malaysia; or
 - Abuses any privilege accorded to the member under the Program; or
 - Engages in any fraudulent activities under the Program; or
 - Displays inappropriate behaviour against any member of Panasonic Malaysia staff and Panashop.
8. Termination of membership will result in forfeiture of the remaining e-Points in a Member's Account.
9. Panasonic Malaysia reserves the right to use and utilise the database information for marketing purposes.

e-Points COLLECTION PROGRAM

1. Members will be rewarded with e-Points when registering the Panasonic product warranty online for the Member's own purchases of the selected Panasonic products from Panashop Malaysia.
2. Earn e-Points when you register your e-warranty for the following product: Cameras, Camcorders, Fridges, Microwave Ovens, Viera TVs, Washing Machines and Air Purifiers.
3. e-Points are convertible to cash value e-voucher redeemable only at Panasonic Malaysia e-commerce online store. Below is the e-Points redemption system:

Purchase Price (RM)	2x e-Points to Panashop Customer	e-Points Value for Redemption
500,00	1,000	RM 10,00
1,000,00	2,000	RM 20,00
1,500,00	3,000	RM 30,00
2,000,00	4,000	RM 40,00
3,000,00	6,000	RM 60,00
5,000,00	10,000	RM 100,00
10,000,00	20,000	RM 200,00

4. e-Points will be recorded in Member's account for registering Panasonic product warranty online of qualifying products purchase from Panashop Malaysia and Panasonic E-Commerce Online Store SUBJECT ALWAYS TO Panasonic Malaysia's right to appoint selected Panashop to offer e-Points to only specified groups of Members as part of any promotional and incentive programs.
5. Panasonic Malaysia will from time to time determine which products are qualifying products that are entitled for e-Points and the number of e-Points.
6. For a Member to be entitled to e-Points, the following may apply: -
 - By presenting the relevant CLUB Panasonic Membership Number and notifying Panashop before the registration of Panasonic product warranty online of a qualifying product is concluded; or
 - In the case where it is a subscription (Extended Warranty) type service where e-Points are calculated and issued to a Member's account, the following may apply:-
 - The Member gives consent to Panashop to release personal and transaction information to Panasonic Malaysia, including the completion of a registration form to the Panashop; or
 - The Member's Account is automatically linked to CLUB Panasonic membership subscription through online warranty registration and membership activation, Membership Number with the NRIC number or mobile phone number or email address match or any other relevant information has to be a match in both registration processes. In such cases, it is the responsibility of the Member to ensure that identical data is provided to both Panasonic Malaysia and Panashop.
7. e-Points cannot be redeemed until membership application is successful and e-Points are credited to the Member's CLUB Panasonic Account. e-Points will be recorded only after application form is submitted to Panasonic Malaysia and verification of the details of the relevant transaction is successful.
8. e-Points accumulated are not exchangeable or redeemable for cash or other items except in those stated in the e-Point Redemption Program.
9. e-Points accumulated are non-transferable, assignable and/or not for sale to any other persons.

e-Points REDEMPTION PROGRAM

1. Only Members with sufficient e-Points is eligible to redeem e-voucher with cash value to buy at Panasonic Malaysia e-commerce online store. Once the cash value e-voucher is accepted by Panasonic Malaysia, points cannot be revoked, cancelled, returned or exchanged, and the affected e-Points will not be reinstated.
2. These terms describe in detail the Terms and Conditions that applies to Panasonic Malaysia e-vouchers:
 - E-vouchers are valid for use only at Panasonic Malaysia e-commerce online store and valid for use until the date is specified and subject to the Terms and Conditions therein.
 - If the e-voucher remains unused after the date specified, the e-voucher will lapse and will not be replaced.
 - Cancellation of e-voucher will not be accepted to allow reinstatement of e-Points.
 - The e-voucher is not refundable or exchangeable for cash.
 - The e-voucher will be used in the form of cash value at Panasonic Malaysia e-commerce online store; Member will have to bear the difference if purchase of products or services exceeds the e-voucher face value. If the purchase amount is less than the e-voucher value, the difference will not be paid out to Member.
3. Members are advised to retain the product purchase receipt for verification purpose at any time requested by Panasonic Malaysia and/or Panashop upon e-Points redemption.

DEDUCTION OF e-Points

1. The number of e-Points published for an e-voucher claimed by a Member will be deducted from the e-Points balance of the Member's Account, with the oldest e-Points being deducted first. For any e-Points that are unclaimed by a Member within 36 months from the date of issue which is recorded in the Member's account will automatically deducted at the end of 36th month.
2. Panasonic Malaysia may also deduct from the e-Points balance in a Member's Account, given the following circumstances: -
 - Any e-Points suspected to be fraudulently recorded; or
 - Any e-Points recorded in error; or
 - Any e-Points relating to a transaction which is cancelled
3. Panasonic Malaysia reserves the right to deduct any such e-Points as stated above without notifying the Member.

English version of the terms and conditions shall prevail over the terms and conditions printed in any other language.

Members will receive their e-Card via MMS from this number: 019-2283613

When a member messages or call this number, they will be automatically directed to Panasonic Customer Care Centre hotline at +03-7953 7600.

Customer Care Centre

+603-7953 7600 (Mon-Fri 9am-5pm)

Lot 10, Jalan 13/2, 46200 Petaling Jaya,

Selangor, D.E., Malaysia

Fax : +603 7953 7600

Email : ccc@my.panasonic.com

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