

## **MPH Explore Membership - Terms & Conditions:**

Welcome to the MPH Explore Membership Programme. These terms and conditions (“Terms”) apply to customers who interact with MPH retail outlets and MPHOnline, including the use of MPH Explore Membership services, in-store promotions, and general retail transactions. By visiting or making a purchase at any MPH retail outlet or MPHOnline, you agree to be bound by these Terms & Conditions, including our Privacy Policy.

### **1. Membership Eligibility**

The MPH Explore programme is open to individuals aged 18 and above. Customers must register their personal details at any participating MPH retail outlet, MPH Online or contact MPH Customer Service.

Note: No physical membership card or e-card will be issued.

### **2. Terms of Use**

- Member discounts and privileges are valid in all MPH retail outlets and MPHOnline.
- Discounts are not applicable for the purchase of gift vouchers, concessionaire items, or items already discounted or tagged as nett-priced.
- MPH Explore membership is strictly non-transferable and for individual use only.
- To enjoy MPH Explore benefits during checkout, simply provide your phone number or your membership QR code at the counter before payment. This allows our system to apply eligible discounts automatically.
- MPH Explore membership is valid for a period as determined by MPH (if applicable).

### **3. Member Benefits**

As an MPH Explore member, you are entitled to:

- A 10% discount on normal-priced items except agent-controlled, net-price, IT and multimedia items.
- 20% OFF monthly GOTTA HAVE IT! Selections.
- A 15% birthday discount is applicable for one-time use on your birthday month.
- Earn points with purchases that can be used to redeem cash vouchers.

MPH reserves the right to vary the benefits or promotions from time to time without prior notice.

### **4. Point Collection**

- Members will receive one (1) point for every RM1 spent at MPH Bookstores and MPHOnline.
- Points may be used to redeem Cash Vouchers within the MPH Explore Membership Programme. E.g.:
  - 500 points = RM5 Cash Voucher
  - 1,000 points = RM10 Cash Voucher
- Points will not expire while Membership remains active.

### **5. Purchase-Related Policies**

All in-store purchases are subject to stock availability and prevailing promotional terms.

- Sales of items marked as “Finale Sale,” “Nett Price,” or “Discounted” are not eligible for further discounts, including MPH Explore privileges.
- Items sold are non-refundable unless due to manufacturing defects whereby exchanges are subject to store policy and stock availability.
- While our team strives to maintain accurate information on price tags, shelf labels, and promotional signage, errors may occasionally occur. MPH reserves the right to correct any such discrepancies at the time of purchase.

## **6. Intellectual Property**

All materials displayed in-store, including signage, marketing materials, logos, and product literature are the property of MPH or its partners and may not be reproduced without written permission.

## **7. Third-Party Services**

Some outlets may include concessionaire counters or services operated by third parties. MPH is not responsible for the pricing, policies, or quality of service of third-party operators within our premises.

## **8. Marketing & Communication**

With your consent, MPH may notify you about promotions, product launches, and events via email, SMS, or phone. You may opt in or out at the time of registration or by contacting MPH at any time.

## **9. Limitation of Liability**

MPH shall not be held liable for indirect or incidental damages arising from purchases, in-store activities, or service delays. Any issues with purchases should be promptly addressed with store personnel.

## **10. Indemnification**

You agree to indemnify and hold MPH harmless from any claims, losses or liabilities related to misuse of store services, false registration, or violation of these terms.

## **11. Disputes**

All disputes related to retail purchases or MPH Explore membership shall be governed by the laws of Malaysia. Any legal matters shall be resolved within the jurisdiction of the Malaysian courts.

## **12. Data Protection**

By signing up, you consent to MPH collecting and using your personal information for the purpose of administering membership benefits and sharing relevant offers. Your data will be managed in accordance with our Privacy Policy.

## **13. General**

MPH reserves the right to amend these Terms & Conditions without prior notice. The latest version will be available upon request at retail outlets or via official communication channels.

## **14. Contact Us**

For more information, to register, or to update your membership details, please:

- Visit any MPH retail outlet, or
- Contact us at [customerservice@mph.com.my](mailto:customerservice@mph.com.my)