

e-GIFT VOUCHER (B2C): TERMS AND CONDITIONS

1. The value of this e-Gift Voucher stated herein is in Malaysian Ringgit.
2. This e-Gift Voucher can be purchased via iAEON application ONLY.
3. This e-Gift Voucher shall be valid for a period of one (1) year from the date of issuance to the expiry date as stipulated in the e-Gift Voucher. AEON CO.(M) BHD. [198401014370 (126926-H)] (“AEON”) shall not entertain any request for any extension, refund or replacement for any expired e-Gift Voucher.
4. This e-Gift Voucher allows the purchaser/holder/bearer of the e-Gift Voucher (“Holder”) to redeem/purchase goods at any physical (i) AEON’s supermarket and departmental store, (ii) MaxValu/MaxValu Prime outlets and (iii) AEON Wellness outlets (“Physical Store”).
5. **The e-Gift Voucher cannot be used at DAISO, Tsutaya Bookstore and Petemo Petlife Store, and is not applicable for any online purchases/redemptions on AEON online platforms or applications.**
6. This e-Gift Vouchers is non-refundable, non-transferrable and cannot be exchanged for cash, other type of vouchers and any other forms of legal tender. This e-Gift Voucher is ONLY applicable in Malaysia.
7. The e-Gift Voucher is required to be downloaded by the Holder via the iAEON application prior to redemption. Upon downloading the e-Gift Voucher, the use and care of the e-Gift Voucher shall be at the absolute responsibility of the Holder. AEON shall not be liable to the Holder in the event the e-Gift Voucher is invalidated for any reasons, including but not limited to unauthorized duplication/download.
8. In order to redeem the e-Gift Voucher, the Holder shall be required to present the valid e-Gift Voucher barcode for scanning, either in the iAEON application and/or downloaded PDF or picture version to the cashier, for redemption at any Physical Store of AEON.
9. Each e-Gift Voucher shall be valid for one-time redemption ONLY. During the redemption of goods, if the value of the goods exceeds the amount stated in the e-Gift Voucher, the difference thereof shall be paid by the Holder. However, if the value of the goods is less than the amount stated in the e-Gift Voucher, then the difference thereof shall not be refunded to the Holder.
10. For any purchase of the e-Gift Voucher, the Holder shall not be entitled to claim any AEON points.
11. Any redemption of e-Gift Voucher shall be subject to verification by AEON. AEON reserves the right to refuse or reject any e-Gift Voucher that has been tampered with or found in any way unacceptable for redemption by AEON.
12. AEON shall have the sole and absolute right to substitute the e-Gift Voucher with any other items as determined by AEON at any time without prior notice to the Holder.

13. Any loss of e-Gift Voucher shall not be replaced by AEON. AEON shall not be held responsible and does not compensate the Holder for loss of e-Gift Voucher due to any reasons including but not limited to technical error in the application and/or malfunction or loss of equipment.
14. The invalidity, illegality or unenforceability of any terms and conditions hereunder shall not affect or impair the continuation in enforcement of the remainder of the terms and conditions contained herein.
15. The terms and conditions contained herein shall be governed and constructed in accordance with the laws of Malaysia.
16. AEON shall not in any way, be responsible and liable for any losses, damages or expenses incurred or suffered by the Holder in relation to the e-Gift Voucher.
17. AEON reserves the right to update, modify and/or amend any of the terms and conditions contained herein without any prior notice to the Holder. Updated versions of the terms and conditions will take immediate effect upon publication on the online platform.
18. AEON's decision for any matter in relation to the e-Gift Voucher shall be final and binding.
19. By purchasing the e-Gift Voucher, the Holder acknowledges and agrees to be bound by all terms and conditions stipulated herein.
20. E-Invoice Request Guidelines: -
 - a. Request for e-invoices must be submitted to AEON from the next day of purchase until 11:59 pm on the first (1st) calendar day of the following month. Any request submitted after the stipulated timeframe do not obligate AEON to issue an e-invoice.

For example :

(i). Holder purchase on 01.04.2025.

Date to request for e-invoice: To request e-invoice on 02.04.25 (after 10 am) onwards up to the last day on 01.05.25 (at 11.59pm)

(ii). Holder purchase on 30.04.2025.

Date to request for e-invoice: To request e-invoice on 01.05.25 (after 10 am) onwards up to 11.59pm ONLY

(iii). Holder purchase on 30.04.2025.

Date to request for e-invoice: To request e-invoice on 02.05.25 at 12 am. This request cannot be submitted and processed by AEON.

- b. Holders are required to fill in the invoice number (as stated in the email received) in the request form. *(For example, 202605131126916EV)*

- c. Only one (1) submission is allowed for each purchase receipt. The Holder must provide all required information in the request form and ensure that it is true and complete before clicking "Submit". By clicking 'Submit', the Holder confirms and agrees that all information provided is true, accurate and complete. Any inaccurate or incomplete information may result in the e-invoice not being issued or being deemed invalid.
 - d. AEON CO. (M) BHD. shall bear no liability for failure to issue an e-invoice or for any invalid e-invoice arising from inaccurate or incomplete information provided by the Holder, or for any request submitted outside the prescribed period as set out in Clause 20 a. above.
 - e. Upon request, the Holder must provide the original purchase receipt to AEON as proof of purchase.
 - f. The Holder may rely on their existing documentation to claim tax deductions or relief until new legislation comes into effect.
 - g. For any transaction of RM10,000 and above, the Holder is required to request an e-invoice in accordance with government regulations (<https://www.hasil.gov.my/en/e-invoice/>).
21. The Holder's personal data may be collected, used and handled for the sale, purchase and redemption of the e-Gift Voucher only, in accordance to the Malaysia Personal Data Protection Act 2010, including any amendment or revisions thereto.