

## alrajhi bank Malaysia x ZALORA Campaign 2026 Terms and Conditions ("The Campaign T&C")

### 1. PRELIMINARY

- 1.1 "alrajhi bank Malaysia x ZALORA Campaign 2026" ("Campaign") is organized by Al Rajhi Banking & Investment Corporation (Malaysia) Bhd ("alrajhi bank Malaysia", or "the Bank") and Jade Eservices Malaysia Sdn. Bhd. ("ZALORA").

### 2. CAMPAIGN PERIOD

- 2.1 The Campaign will run from 15 Jan 2026 to 31 December 2026 (both dates inclusive) ("Campaign Period").

### 3. ELIGIBILITY

- 3.1 The campaign is open to all alrajhi bank Malaysia customers holding any eligible alrajhi bank Malaysia debit card ("Customers") and meet all the following criteria;

- 3.1.1 Made a purchase via ZALORA's website or mobile app, excluding listings on third-party platforms, and
- 3.1.2 keyed in the promo code <ALRAJHIZAL26> at checkout before completing the payment made via ZALORA's website or mobile app, and
- 3.1.3 make payment for the purchase by using an alrajhi bank Malaysia debit card.

(collectively referred to as "**Eligible Customer(s)**")

- 3.2 The following categories of persons are not eligible to participate in this Campaign:

- 3.2.1 customers whose account(s) with alrajhi bank Malaysia are dormant or inactive;
- 3.2.2 customers who have committed or are suspected of committing any fraudulent, unlawful or wrongful acts in relation to any of the services and/or products provided by alrajhi bank Malaysia;

- 3.2.3 customers who are insolvent, deceased, suffering from mental illness, are of unsound mind, and/or have legal actions instituted against them; and
- 3.2.4 any other persons as determined by alrajhi bank Malaysia according to the Bank's internal policy(ies) and/or regulatory requirements applicable to alrajhi bank Malaysia.

#### **4. CAMPAIGN MECHANICS**

- 4.1 Under this Campaign, Eligible Customers who fulfilled the requirements outlined in Clause 3.1 in this document will be entitled to 12% OFF sitewide (inclusive of tax) on ZALORA's website and mobile app with a minimum spend of RM300 in a single transaction ("Discount"). The Discount is capped at RM100 per transaction.
- 4.2 Eligible Customers must make payment by using any alrajhi bank Malaysia debit card.

#### **5. THE DISCOUNT TERMS AND CONDITIONS**

- 5.1 Each ZALORA user is limited to four (4) redemptions throughout the Campaign Period.
- 5.2 The Discount will be applied on the final price upon payment checkout once the promo code is successfully applied. No discount will be given if promo code is not applied.
- 5.3 The promo code is applicable for all eligible alrajhi bank Malaysia debit cardholders.
- 5.4 The Eligible Customer must complete the payment using an alrajhi bank Malaysia debit card, otherwise, the Eligible Customer is deemed to have forfeited the Discount and alrajhi bank Malaysia shall not be obligated to reimburse or compensate the Eligible Customer.
- 5.5 The Promo Code cannot be combined with other discounts and does not apply to items sold by resellers or certain excluded brands listed at [www.zalora.com.my/faq-sellers](http://www.zalora.com.my/faq-sellers). The ability to combine the Promo Code

with other discounts or the application of the Promo Code to items on ZALORA's website or mobile app shall be determined at the discretion of ZALORA.

5.6 The Discount is not transferable and cannot be exchanged for other items. alrajhi bank Malaysia will not entertain any requests to transfer the Discount to a third party.

5.7 The Terms of Service set out at [www.zalora.com.my/terms-of-service/](http://www.zalora.com.my/terms-of-service/) shall apply to all uses of the Promo Code.

5.8 ZALORA reserves the right to amend these terms and conditions or to cancel the Promo Code at any time.

## 6. GENERAL

6.1 By participating in this Campaign, Eligible Customer(s) agrees to be bound by this T&C.

6.2 This T&C is in addition to and is to be read together with the existing respective terms and conditions applicable to the products and/or services referred to herein. In the event of inconsistency between this T&C and the terms and conditions applicable to the products and/or services referred to hereinto, this T&C shall prevail in relation to this Campaign.

The existing terms and conditions applicable to the participating products are the Bank's:

- General Terms and Conditions;
- the Specific Terms and Conditions applicable to products and/or services referred to herein; and
- Online Banking Terms and Conditions.

6.3 This T&C contained herein, and any decisions made by the Bank relating to this Campaign shall be final and binding. No disputes and/or appeals pertaining to any decisions will be entertained.

6.4 By participating in this Campaign, you agree and consent to allow your personal data to be collected, processed and used by alrajhi bank Malaysia in accordance with alrajhi bank Malaysia's Privacy Policy. In

addition, and without prejudice to the terms set out in alrajhi bank Malaysia's Privacy Policy you agree and consent to your personal data or information collected, processed and used by alrajhi bank Malaysia for:

- a) purposes of this Campaign; and
- b) marketing and promotional activities conducted by alrajhi bank Malaysia, including but not limited to any form of advertising or publicity media and materials such as audio and/ or visual recordings published through newspapers, television networks, radio stations or online and digital media and on the Internet. Marketing and promotion activities include without limitation the use and/ or publication of any details provided in and/or in connection with the entries, interviews material as well responses and related photographs. In this regard, you agree to cooperate and participate in all advertising and publicity activities of alrajhi bank Malaysia in relation to this Campaign.

6.5 To the fullest extent permitted by law and unless due to alrajhi bank Malaysia's gross negligence or wilful default, alrajhi bank Malaysia expressly excludes and disclaims any representations, warranties or endorsements, expressed or implied, written or oral, without limitation to those published in any mass media, marketing or advertising materials, including but not limited to, any warranty of quality, merchantability of fitness for a particular purpose.

6.6 By participating in this Campaign, you agree that alrajhi bank Malaysia shall not in any manner whatsoever be liable or held responsible if alrajhi bank Malaysia is unable to perform in whole or in part any of its obligations herein attributable directly or indirectly to the failure of any mechanical or electronic device, data processing system, transmission line, electrical failure, industrial dispute, war, strike, riot, pandemic or any natural disaster beyond alrajhi bank Malaysia's control or due to any factor in a nature of a *force majeure* which is beyond alrajhi bank Malaysia's reasonable control.

6.7 alrajhi bank Malaysia shall not be responsible for any failure or delay in the transmission of evidence of sales transactions by Visa, merchant establishments, postal or telecommunication authorities or any other party which may result in you failing to be entitled to the rewards under this Campaign.

- 6.8 alrajhi bank Malaysia will not be liable for any misinterpretation or misrepresentation of facts by any unauthorised third party in respect of this Campaign offered and published in any media, marketing or advertising material.
- 6.9 In the event of any inconsistency between this T&C and any advertising, promotional, publicity and the other materials relating to or in connection with this Campaign, this T&C shall prevail.
- 6.10 The Bank reserves the right to amend this T&C by posting on alrajhi bank Malaysia's website at <https://www.alrajhibank.com.my>. This T&C, as amended from time to time, shall prevail over any provision or representations contained in other promotional materials advertising this Campaign.
- 6.11 The Bank reserves the right to determine the duration of the Campaign Period, and has the right to suspend, withdraw or terminate the Campaign prior to the expiry of the Campaign Period, wholly or in part, at any time, by providing prior notice to you by posting on alrajhi bank Malaysia's website at <https://www.alrajhibank.com.my> and/or through the MY alrajhi app, or any other manner as determined by alrajhi bank Malaysia from time to time. For the avoidance of doubt, any cancellation, termination, suspension, or extension of the Campaign shall not entitle the Eligible Customer(s) to any form of claim or compensation against the Bank for any and all losses or damages suffered or incurred by the said Eligible Customer whether directly or indirectly.
- 6.12 By participating in this Campaign, you agree to access alrajhi bank Malaysia's website on a regular basis to view this T&C (including any related notices by alrajhi bank Malaysia).
- 6.13 This Campaign has been reviewed for Shariah compliance in accordance with the relevant Shariah principles binding on the Bank.
- 6.14 This T&C shall be governed by and construed in accordance with the laws of Malaysia and the Eligible Customer(s) agree to submit to the non-exclusive jurisdiction of the courts of Malaysia.

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