

Embroidery and PR Promotion Terms

Sewing Stories Together – START CREATING, UNLOCK MORE REBATES | 1 November 2026 to 28 February 2027

These terms govern eligible end-user purchases and reward claims under the promotion organised by Brother International (Malaysia) Sdn. Bhd. (the Company).

- Promotion and claim dates.** Purchases must be made from 12:00 a.m. on 1 November 2026 to 11:59 p.m. on 28 February 2027. Complete claims and supporting documents must be submitted by 11:59 p.m. on 10 March 2027. All times are Malaysia time (GMT+8).
- Eligibility.** Open to Malaysian residents and businesses operating in Malaysia purchasing eligible products for their own use, including business operations, from participating Brother Authorised offline dealers in Malaysia. Purchases for resale, resupply or export are excluded. Distributors are not participating dealers. Company employees, affiliates, Brother resellers, agencies involved in the promotion, and their employees and immediate families are excluded.
- Eligible models and rewards**

Eligible model	Reward per eligible machine
Innov-is M370 / M380D / M330E	RM70 TnG Reload PIN + one sewing machine bag (random colour)
Innov-is NV880E	RM150 TnG Reload PIN
V3SE	RM250 TnG Reload PIN
PR1X	RM500 TnG Reload PIN + PE-DESIGN 11 software
PR680W	RM500 TnG Reload PIN + PE-DESIGN 11 software + PR Stand

One reward claim is allowed per eligible machine/serial number. A combined reward package counts as one claim. Offers are subject to availability; gifts and rewards are not refundable or exchangeable for cash or other items.

- Claim requirements.** Complete warranty registration and submit the online EUP claim with purchaser and contact details, delivery address, product model and serial number, purchase date and dealer details, proof of purchase and warranty registration confirmation. The warranty registrant and claimant must use the same email address and phone number.

Claim page: <http://promo-redeem.brother.com.my/promotion/sewingstoriesitogether/syob>

Claims and Fulfilment

5. **Supporting documents.** Submit clear, complete documents in the file formats accepted by the claim portal. Each invoice/receipt and warranty confirmation file must not exceed 5 MB. Claims or required documents received after the closing date, or without the required proof of purchase, will be declined.
6. **Verification and approval.** The Company may contact participants and verify purchase, warranty and claim details. False, duplicate, tampered or otherwise ineligible claims may be rejected. Approval will be sent to the claimant's registered email address. If the eligible product is returned, the Company may cancel the claim or recover rewards already provided.
7. **Reward fulfilment.** Allow up to 30 business days from claim approval for reward fulfilment using the verified contact and delivery details. Brother Malaysia ships sewing machine bags directly; bag colours are assigned at random. Participants are responsible for providing accurate information.
8. **Separate offers.** The Trade-in Program and 5-Year Product Warranty promotion have separate eligibility requirements and terms. Their appearance in the leaflet does not automatically confer eligibility or entitlement to combined benefits. Refer to the applicable programme terms. Warranty details:
<https://www.brother.com.my/en/contents/5yearsproductwarranty>
9. **Availability and changes.** The promotion is subject to stock availability. To the extent permitted by applicable law, the Company may amend or end the promotion and will publish updates through the official promotion channel.
10. **Errors and participant rights.** The Company is not responsible for claim delays caused by incorrect participant details or incomplete submissions. Nothing in these terms excludes rights or liabilities that cannot lawfully be excluded.
11. **Personal information.** Personal information is used to administer and verify claims and fulfil rewards and may be shared with service providers assisting with these activities, in accordance with the Company's Privacy Notice. For access or correction requests, contact atyourside@brother.com.my.
12. **Full terms and enquiries.** Full terms and conditions apply. If promotional summaries differ from these full terms, these terms prevail, subject to applicable law. Direct claim enquiries to atyourside@brother.com.my.
13. Please read the full terms and conditions at: https://promo-redeem.brother.com.my/Data/Flyer/sewingstoriestogether_syob_t_c.pdf