

TERMS AND CONDITIONS

Definitions:

“Company” means Brother International (M) Sdn Bhd

The **“Promotion Period”** for **“25 Years of Perfect Prints”** for Malaysia starts at 12:00AM 1st September 2025 (GMT +8) and ends at 11:59PM on 31st December 2025 (GMT +8).

“Participating Business Partner” is an authorized reseller by Brother International (Malaysia) Sdn. Bhd. (Excluding Distributors)

“Closing Date” 15th January 2026, 11:59PM

“Eligible Products” are as below;

#	CATEGORY	MODEL
1	PRINTER	DCP-T230
2	PRINTER	DCP-T430W
3	PRINTER	DCP-T530DW
4	PRINTER	DCP-T730DW
5	PRINTER	DCP-T830DW
6	PRINTER	MFC-T930DW
7	PRINTER	MFC-T920DW
8	PRINTER	DCP-L2640DW
9	PRINTER	HL-L3240CDW
10	PRINTER	DCP-L3560CDW
11	PRINTER	MFC-L3760CDW
12	PRINTER	MFC-J2340DW
13	PRINTER	MFC-J2740DW
14	PRINTER	MFC-J3540DW
15	PRINTER	MFC-J3940DW

“Participant” means a resident of or business trading in Malaysia who purchases an eligible product from a participating business partner in Malaysia during the Promotional Period and is the End User of the eligible product. The Promoter, its affiliates, resellers of Brother products and any agencies associated with this Promotion, their employees and those employees’ immediate families are ineligible to participate.

“End User” is a Participant who purchases an Eligible Product for his/her or its own personal use from a Participating business partner in Malaysia and not for re-sale or resupply or export.

“Promoter” means any individual who works for Brother International (Malaysia) Sdn Bhd Sales Department.

“Promotion” means the 25 Years of Perfect Prints Campaign.

“Invoice” means an invoice compliant with the provisions under applicable Malaysian tax laws.

“Redemption” means items outlined in table below:

#	MODEL	REWARD (TNG E-Wallet reload pin)	
1	DCP-T230	RM	50.00
2	DCP-T430W	RM	50.00
3	DCP-T530DW	RM	50.00
4	DCP-T730DW	RM	50.00
5	DCP-T830DW	RM	50.00
6	MFC-T930DW	RM	50.00
7	MFC-T920DW	RM	50.00
8	DCP-L2640DW	RM	50.00
9	HL-L3240CDW	RM	50.00
10	DCP-L3560CDW	RM	50.00
11	MFC-L3760CDW	RM	50.00
12	MFC-J2340DW	RM	80.00
13	MFC-J2740DW	RM	80.00
14	MFC-J3540DW	RM	80.00
15	MFC-J3940DW	RM	80.00

1. Entry of the Promotion is only open to Participants. Entries must be submitted by the Participant. The Company reserves the right to verify the validity of each entry, including whether the entrant qualifies as a Participant. Company reserves the right to disqualify any Participant or person tampering with, or conspiring with another person to tamper with, the entry process and any entrant who does not meet the eligibility requirements or does not comply with these terms and conditions.
2. A Participant may make Redemption claim during the Promotional Period for each Eligible Product purchased. Company may conduct audit calls to End User to verify that the Eligible Product was purchased during the Promotional Period and has not been returned. If an Eligible Product is returned, Company reserves the right to revoke any Redemption provided as part of the claim. If any eligible product is found to have its original in-box consumables or starter consumables removed, replaced, or substituted with bundled OEM consumables, Brother reserves the right to void any associated redemptions or benefits without prior notice.
3. To make an eligible Redemption claim, following steps must be completed;
 - a. during the Promotional Period, the Participant must purchase at one Eligible Product from Participating Business Partner in Malaysia and be the End User of this Eligible Product; the Participant must fully and correctly lodge Redemption claim at: <https://promo-redeem.brother.com.my/promotion?id=14>
 - b. and provide the following correct details in the online Promotion entry form.
 - i. name (as per IC)
 - ii. mobile phone number
 - iii. email address
 - iv. product purchased
 - v. purchase date
 - vi. reseller / retailer company name
 - vii. how you get to know this promotion
 - viii. product serial number
 - ix. purchase serial number
 - x. warranty slip

- xi. proof of purchase (official receipt)
- c. both warranty registrant's email and claimant's email must be same
- d. upload the supporting document, as PDF, JPG or other supported file type using the document upload facility that will be provided at the website;
- e. invoice and warranty slip **file size** should not be more than 5MB
- f. all eligible products are guided
- g. all entries must be submitted online before 11:59p.m on 15th January 2026.
 - i. Any claims submitted without the required proof of purchase and documentations as listed above will be rejected. All documentation must be submitted by the Closing Date. Any documentation received after this date will not be validated and the corresponding claims declined.
 - ii. If any incorrect information is submitted or required attachments are missing, Brother reserves the right to reject the redemption.
- 4. The Company decision on all matter pertaining to this Promotion is final and binding and no correspondence will be entered into, except as otherwise stated in these terms and condition. To the extent permitted by law, the Company reserves the right to change, amend or terminate the Promotion at any stage during the Promotion Period. The Company reserves the right to verify the validity of each entry and if an entry is invalid the Company reserves the right to decline or revoke any Redemption provided as part of the Promotion. The Company reserves the right to disqualify any Participant or person tampering with, or conspiring with another person to tamper with, the entry process and any entrant who does not meet the eligibility requirements or does not comply with these terms and conditions.
- 5. The promotion is only eligible and active while stock last. At sole discretion, The Company reserves the right to make any amendment or termination of the Promotion at any stage of the Promotion period.
- 6. The Company shall not be liable for any fault pertaining to the Redemption.
- 7. The Company will accept no responsibility for late, lost or misdirected information. Further the Company shall not be liable for any loss or damage whatsoever incurred (including, without limitation, indirect, consequential or economic loss), or for any personal injury sustained as a result of participating in this Promotion.
- 8. All the approval & rejection status with remarks will be notify via email within 30 business days upon the entry submission date.
- 9. All rewards will be sent via email [no-reply@paysgift.com.my] within 30 business days after approval of your entry. Please check your spam or junk mail folder in case the reward emails are directed there.
- 10. For approved redemptions where the reward was not received, customers must contact us via email at atyourside@brother.com.my to check the status. This must be done no later than 15th February 2026. Any disputes regarding unreceived rewards submitted after this date will not be accepted.
- 11. The voucher is valid for 6 months from the date of issuance. Any vouchers not utilized

before expiration date will be forfeited. Brother is not responsible for vouchers that are not redeemed before they expire.

12. The rewards can be used in accordance with the terms and conditions provided by the respective retailer. The Company will not be responsible for any voucher being declined by any retailer or service provider. By accepting this terms and conditions, you are aware of details and restriction of the rewards.
13. The rewards given is not refundable and not exchangeable for cash or cash equivalent or any other gift items.
14. The Company does not accept any responsibility for misleading or incorrect information provided by a Participating Business Partner regarding this Promotion.
15. **PRIVACY NOTICE:** The Company collects personal information to conduct the Promotion and may, for this purpose, disclose such information to its related corporate bodies, service providers, suppliers, Participating Business Partners and agencies assisting with the Promotion, which may be outside the participating country, and to regulatory authorities as required. If the requested information is not provided, the Participant may not participate in this Promotion. The Company may contact the Participant from time to time with information about special offers, and products and services that may interest the Participant. Participant may also contact the Company to change his or her details. By submitting a Redemption claim, you provide your consent and agreement to the terms of Privacy Notice. If you have any comments or questions on this Privacy Notice, or wish to access or correct your personal data, please contact the Customer Service Department of Brother International (M) Sdn Bhd at atyourside@brother.com.my