

TERMS & CONDITIONS

Definitions:

“Company” means Brother International (M) Sdn Bhd.

The **“Promotion Period”** for “Sewing Stories Together — 25 Years at Your Side” for Malaysia starts at 12:00AM 1st October 2025 (GMT +8) and ends at 11:59PM on 31st March 2026 (GMT +8).

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

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

“Eligible Products” are as below;

#	CATEGORY	MODEL
1	Mechanical / Overlock / Coverstitch	JA1450NT
2	Mechanical / Overlock / Coverstitch	JK17B
3	Mechanical / Overlock / Coverstitch	LX27NT
4	Mechanical / Overlock / Coverstitch	2104D
5	Mechanical / Overlock / Coverstitch	CV3550
6	Craft & Print	SDX1200
7	Craft & Print	SP-1
8	Computerised Sewing	FS60X
9	Computerised Sewing	INNOV-IS A80
10	Computerised Sewing	INNOV-IS A150
11	Entry Embroidery	INNOV-IS M330E
12	Entry Embroidery	INNOV-IS M370
13	Entry Embroidery	INNOV-IS M380D
14	Intermediate Embroidery	INNOV-IS NV880E
15	Intermediate Embroidery	V3SE

“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 and its own personal use from a Participating business partner in Malaysia and not for resale or resupply or export.

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

“Promotion” means the “Sewing Stories Together — 25 Years at Your Side” 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	JA1450NT	RM	30.00
2	JK17B	RM	30.00
3	LX27NT	RM	30.00
4	2104D	RM	30.00
5	CV3550	RM	30.00
6	SDX1200	RM	30.00
7	SP-1	RM	30.00
8	FS60X	RM	50.00
9	INNOV-IS A80	RM	50.00
10	INNOV-IS A150	RM	50.00
11	INNOV-IS M330E	RM	70.00
12	INNOV-IS M370	RM	70.00
13	INNOV-IS M380D	RM	70.00
14	INNOV-IS NV880E	RM	150.00
15	V3SE	RM	150.00

“Discount” means items outlined in table below and is applied strictly based on the Official Retail Selling Price (RSP). Not valid for further markdowns, special dealer pricing, or any other promotional price

#	CATEGORY	DISCOUNT
1	Mechanical / Overlock / Coverstitch	10%
2	Craft & Print	10%
3	Computerised Sewing	10%
4	Entry Embroidery	10%
5	Intermediate Embroidery	10%

“Product Warranty” means items outlined in the table below. Please read the full terms and conditions for the product warranty at

<https://www.brother.com.my/en/contents/5yearsproductwarranty>

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. 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.
2. A Participant may make a Redemption claim during the Promotional Period for each Eligible Product purchased. The company may conduct audit calls to the 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.
3. To make an eligible Redemption claim, the following steps must be completed;
 - a. During the Promotional Period, the Participant must purchase at least one Eligible Product from a Participating Business Partner in Malaysia and be the

End User of this Eligible Product; the Participant must fully and correctly lodge a Redemption claim at: <http://promoredeem.brother.com.my/promotion?id=15>

- b. and provide the following correct details in the online Promotion entry form;
 - i. name (as per IC)
 - ii. email address
 - iii. contact no.
 - iv. delivery address
 - v. product purchased
 - vi. purchase date
 - vii. purchase from
 - viii. state of product purchased
 - ix. product serial no.
 - x. warranty slip
 - xi. proof of purchase (official receipt)
- c. Both the warranty registrant's email and phone number must be the same as the claimant's email and phone number.
- 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 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 April 2026.
 - i. Any claims submitted without the required proof of purchase documentation 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 will be declined.
 - ii. If the Redemption claim meets the Promotion terms and conditions, the Participant will receive a claim approval email to the email address that was nominated in Clause 4(b) by the Participant.
- 4. The Company's decision on all matters pertaining to this Promotion is final and binding, and no correspondence will be entered into, except as otherwise stated in these terms and conditions. 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 lasts. At its 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. Once Redemption claims have been received and verified, please allow up to thirty (30) business days from claim approval to receive the Redemption via the Participation details provided in clause 4(b).
9. The rewards given are not refundable and not exchangeable for cash or cash equivalent or any other gift items.
10. The Company does not accept any responsibility for misleading or incorrect information provided by a Participating Business Partner regarding this Promotion.
11. **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, products and services that may interest the Participant. Participants 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 the 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