Terms & Conditions

• DEFINATIONS

1. 'THE ZON REWARDS & PRIVILEGES' means the membership and rewards programme operated by Selasih Ekslusif Sdn Bhd for the benefit of the ZON Privilege Card members.
2. 'CARD MEMBER' means a member of The ZON Privilege Card and shall include a Principal Card Member and a Supplementary Card Member.
3. The ZON Reward Points (POINTS) are defined as the points awarded to The ZON Privilege Card Members in accordance with the terms and conditions governing The ZON Privilege Cards which may be stipulated by Selasih Ekslusif Sdn Bhd from time to time.
4. The ZON Rewards (REWARDS) are defined as the goods and / or services offered to The ZON Privilege Card Members in exchange for a specified amount of Reward Points as may be stipulated in The ZON Rewards & Privileges.

• REWARDS POINTS

1. One Reward Point will be awarded for maximum purchase of RM 1 excluding purchase of gift voucher and bulk purchase.
2. Points shall only be accumulated upon presenting The ZON Privilege Card to the cashier at the time of purchase with valid payment to the cashier and is recorded by the POS system. Backdated receipt is not proof of that points have been recorded.
3. Points accumulated by the Principle & Supplementary Card Members are deemed to be accumulated by and recorded in the principle Member's Account.
4. Each Rewards Point has a validity life of 24 month from the month of the points being collected. Points which are not used by a member to redeem for rewards within 24 month after the end of the month in which the points were recorded will expire and be deducted from the Point Balance in the Principle Member's Account,.
5. Points are to be used for the sole purpose of redeeming ZON Rewards items or purchase of selected Rewards items with reduce prices (Fast Track) as may be determined by The ZON Privilege Card / SESB from time to time.
6. The number of points published for a Rewards claimed will be deducted from the Points Balance of the Member's account, with the oldest Points being deducted first.
7. Points are strictly not transferable. Neither the Principle nor the Supplementary Member shall have any claim against the ZON Privilege Card / SESB or any party in respect of the unredeemed or expired points.
8. Points and any rights they confer cannot be sold, transferred, assigned or otherwise deal with except in accordance with these terms and condition. Points cannot be exchange for cash and do not have any monetary value.
9. The ZON Privilege Card / SESB reserved the right to deduct any Points from The Member's Point Balance / account without notifying the Member in the event of :-

   - Any Points suspected to be fraudulently recorded
   - Any Points recorded in error, and
   - Any Points relating to a transaction which is cancelled.

• REWARDS REDEMPTION

1. The Rewards items featured in The ZON Privilege Card Rewards Catalogue are valid during the redemption period as stated.
2. Only the Principle card Member is eligible to redeem Rewards with a valid membership or non-expired ZON Privilege Card and his / her identification card for verification.
3. Redemption of Rewards with insufficient Points will not be processed.
4. Redemption orders one given by the ZON Privilege Card members and accepted by The ZON Privilege Card / SESB may not be revoked, cancelled, returned or exchange.
5. Certain Rewards carry the warranty of their manufacturers. The Zon Privilege Card / SESB makes no product representation or warranties, express or implied, and disclaims any and all liabilities, as to the condition, quality or fitness for use of products and services provided through this program.

6. The ZON Privilege Card / SESB shall not be liable for any cancellation and / or dissatisfaction of the packages. room reservation, delay or cancellation in the transportation facilities (where applicable) nor any losses, damages or embarrassments suffered by the card members and accompanying persons in relation to the holiday, packages room reservation and transportation facilities.
7. Certain Rewards, which are in the form of gift voucher, are valid for use only at the ZON Department Store or participating counters / merchants (where applicable) and until the date specified and subject to terms and conditions therein. If they remain unused after the date specified the rewards will lapse and will not be replaced.
8. In cases where the rewards Gift Vouchers are of a specified amount and if such rewards Gift Voucher is / used for a value less then the value of the item(s) purchased, the card members is to pay the difference to the ZON department store or participating counters / merchants.
9. All rewards must be redeemed personally at the ZON Department Store Redemption Counter in accordance with clause 2 of the Rewards Redemption Terms & conditions. Redemption through post or other communication will not be entertained.
10. Rewards stated in catalogue are available on 'while stock last' and 'first-come first-served' basis. The ZON Privilege Card / SESB reserves the right at is absolute discretion from time to time adjust the points required for redemption of rewards as well as substituting or replacing any rewards with others of appropriate or equivalent value without prior notice.
11. The ZON Privilege Card / SESB reserves the right to refuse the redemption of any rewards or recall the redeemed item if The ZON Privilege Card / SESB has any reason to suspect that the points were fraudulently accumulated by the Card Member or recorded in error.
12. The ZON Privilege Card / SESB shall not be held liable for in any way whatsoever including but not limited to any death nor injury or consequential loss or damage of any nature arising from the redemption of the rewards or from the loss, theft or destruction of the rewards.

• FAULTY REWARDS

1. Card Members are advise to examine all rewards upon receipt and damage rewards should be returned immediately.
2. Alternatively, faulty or damaged rewards should be delivered to the redemption counter issuing the rewards within seven (7) days of issuance of the rewards for replacement. All returned rewards must be accompanied by official redemption receipt(s) or else The ZON Privilege Card / SESB reserves the right not to accept or replace the damaged rewards.
3. The ZON Privilege Card / SESB is entitled to substitute the faulty or damage rewards with such other rewards item(s) which it deems fit and such faulty or damage rewards cannot be replaced by points or cash.
4. The ZON Privilege Card / SESB also reserves the right not to make any replacement if the damage rewards are found to be damaged or rendered faulty due to the fault, omission or negligence of The ZON Privilege Card Members and the points utilized for redemption of the rewards are not refundable and cannot be re-credited.

• GENERAL

1. The Zon Privilege Card is not transferable and remains the property of Selasih Ekslusif Sdn Bhd to whom it must returned, if found, or upon request.
2. Selasih Ekslusif Sdn Bhd reserves the right at any time without giving prior notice or reason or whatsoever, to amend, modify, revise, vary or cease The Zon Redemption and Privilege program and the Terms & Conditions herein.
3. Selasih Ekslusif Sdn Bhd reserves the right to suspend or terminate The Zon Privileges program at anytime they shall deem necessary and notice shall be given to Card Members in the manner they shall deem appropriate and without any compensation whatsoever being payable to the Card Members.
4. Any tax arising from a Card Member's participation in The Zon Redemption and Privilege program shall be the responsibility of the Card Member