



CENTRO CARD POINTS T&C (Updated on 26/6/2024)

1. Every ringgit spent in any outlets @ Centro Mall will be converted to 1 CC Point. Min RM1 spent to collect point. Cents will not be given points. E.g. RM1.67 = 1 Point. Payment made by Cash Voucher, Discount Voucher or Gift Voucher will not be accorded points.
2. A customer can earn Centro Card Points by using QR Code to submit an image of the original proof of purchases made within the same day of purchase. It will take up to 7 working days to process the submission. Customer may also view their point (s) balance via www.centro.com.my. Point expiry date: 3 years from the year points have been accumulated e.g. Points collected in year 2018 will expire on 31 December 2021.
3. Points accumulated are strictly not exchangeable or redeemable for cash or other items except in those stated in the Centro Card Points Redemption.
4. Centro Cards / Points cannot be merged or combined together for redemption. Centro Card is not transferable and can only be used by the registered member on the Card. For termination of membership, points will be forfeited and not transferable to other card and not redeemable for cash. The Rebate amount entitlement in the System is final and no further correspondence will be entertained.
5. For submission of the proof of purchase via the QR Code Scanning, the corresponding CC Points will only be awarded if the image of the proof of purchase is clear and submitted in accordance to the instructions specified. **The proof of purchase has to show clearly tenant's name, invoice or receipt number, date & time of purchase and also the total receipt spend amount.**
6. If the image of the proof of purchase submitted via the QR Code Scanning is unclear or incomplete, or if the customer may have given receipts from money changer, bank, push-carts, temporary promotion space, atrium event organizers, pop-up stores, top-up or reloads (TnG, Starbucks Card, Jaya Grocer Gift Cards), third party payment (Lazada, Shopee), cell phone bill payment, electrical bill payment are not eligible.

Receipts from F&B Tenants including Chinese Restaurants are allowed for Points Collection. However, maximum amount entitled to points collection is RM5,000 only. Receipts for Ballroom function or Ballroom bookings are not entitled to CC Points Collection.
7. All tenants and their staffs, agents, suppliers and employees of Centro Mall are not eligible for participation. They are also not allowed to redeem on behalf of shoppers.
8. The Management reserves the right to decline any redemption of the redeemed item if found any reason to suspect the points were fraudulently accumulated by the member or wrongly recorded. The Management reserves the right to request shoppers to produce their purchases for verification.
9. The Management reserves the right to adjust the Points tiers or requirements, as well as substitute or replace items with items of similar or equivalent value without prior notice.
10. The Management reserves the right to deduct the balance of a member's points accumulation in the event that:- any point is suspected of being fraudulently recorded; any point is recorded in error; or any point related to a transaction which has been cancelled or where a refund has been given.
11. The Management is not held responsible for any loss arising from the member failing to ensure safe-keeping of these items.
12. The Management of Centro Mall reserves the right to change the above terms and conditions without prior notice.
13. Customer defined as shoppers, all tenants and their staffs, agents, suppliers and employees of Centro Mall.
14. Customer hereby agrees to indemnify and hold harmless to The Management of Centro Mall from and against any and all claims, damages, liabilities, costs, losses and expenses (including reasonable legal fees) resulting from the use or any misuse of the Centro Card.