

Zalora 15% Off with GX Card Campaign - Frequently Asked Questions (FAQ)

Effective 1 March 2024

Category	Question	Response/Answer
General	What is this campaign about?	The Zalora 15% Off with GX Card Campaign is organised by GX Bank Berhad and will run from 1 March 2024 until full redemption of the Campaign Reward or such other dates as may be determined by GXBank from time to time with prior notice to you.
	Am I eligible to participate in this campaign?	This Campaign is open to all individual customers of GXBank with a savings account ("GX Account") and debit card ("GX Card") with GXBank.
	Where can I find the campaign terms and conditions?	You can find the full terms and conditions at https://www.gxbank.my/campaign-tnc
	If I have any queries regarding this campaign, who can I speak to?	For information, enquiries and/ or feedback related to this Campaign, please contact us via the live chat in the GX App. Alternatively, you may call the GXBank Customer Support team at +603 7498 3188 or email at ask@gxbank.my . If you experience any issue related to the Campaign Reward redemption, please contact the ZALORA Malaysia Customer Service at customer@my.zalora.com . Further communication channels can be found at https://www.zalora.com.my/contact/ .
Campaign Reward	What reward can I earn from this campaign?	Enjoy 15% off your purchase from Zalora website or mobile application (capped at RM25), with a minimum spend of RM150 on your GX Card (virtual or physical).
	How can I participate to earn the reward?	(a) Spend a minimum of RM150 in a single receipt on Zalora website (www.zalora.com.my) or mobile application, and pay using your GX Card (either virtual or physical); and (b) Apply the promo code "GXCARD15" at checkout before completing payment.
	When and how will I receive the reward?	The discount will be applied during checkout on Zalora website (www.zalora.com.my) or mobile application - when you key in the "GXCARD15" promo code before completion of payment. You are only eligible to redeem this reward <u>once</u> during the campaign period. If you experience any issue related to the Campaign Reward redemption, please contact the ZALORA Malaysia Customer Service at customer@my.zalora.com . Further communication channels can be found at https://www.zalora.com.my/contact/ .

	<p>What happens if my order is cancelled or refunded, after redeeming the reward? Can I reuse the reward?</p>	<p>If your order is cancelled or refunded after redeeming the reward, this reward will be considered redeemed and you are not entitled to reuse or redeem a replacement of this reward.</p> <p>If you experience any issue related to the Campaign Reward redemption, please contact the ZALORA Malaysia Customer Service at customer@my.zalora.com. Further communication channels can be found at https://www.zalora.com.my/contact/.</p>
	<p>Is this reward stackable with other Zalora vouchers?</p>	<p>Yes, you can stack this reward with other Zalora vouchers, subject to Zalora Terms and Conditions. Kindly refer to the full Zalora Terms and Conditions here: https://www.zalora.com.my/grab-gx-card/</p>