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HISENSE INNOVATING A BRIGHTER HEALTHY LIFE – SEASON OF CELEBRATION PROMOTION 2026 TERMS & CONDITIONS

Organizer

1. This "**Hisense Innovating a Brighter Healthy Life – Season of Celebration 2026**" ("**PROMOTION**") is organized by Hisense (Malaysia) Sdn. Bhd. (897237-P) ("the Organizer") and is only valid for purchases made from 1st Oct. to 31st Dec. 2026.
2. The Organizer reserves the right to amend the listed Terms & Conditions at any time without prior notice.

FREE GIFTS REDEMPTION

(FOR SELECTED HISENSE MODELS PURCHASE – AUTHORIZED RETAIL STORES ONLY)

Eligibility

Gift redemption is only valid for selected Hisense models listed in the "Innovating a Brighter Healthy Life – Season of Celebration 2026" leaflet purchased during the promotion period, and excludes corporate, online, project, cancelled, or refunded purchases.

This promotion is strictly for retail consumers. Purchases exceeding nine (9) units calculated on a combined basis across the full range of eligible products, including Laser & TVs, Room Air Conditioners, Refrigerators, and Washing Machines via single receipt, staggered receipts, or linked identifiers (MyKad, phone number, address, or corporate entity) are classified as Commercial / Project Supply. Such purchases are strictly excluded from: Free gift claims, Touch 'n Go automated disbursements, Lucky draw entries.

If any attempt is made to bypass this rule (such as splitting purchases across multiple receipts), Hisense reserves the right to cancel approvals, withhold payouts, or demand repayment equal to the value of the promotional items.

Duration

The official purchase invoice must be dated strictly between 1st October 2026 - 31st December 2026. Any invoices dated 1st January 2027 or later will be automatically rejected, regardless of the redemption submission date.

The gift redemption period runs from 00:00:01 on 1st October 2026 to 23:59:59 on 15th January 2027. The Organizer reserves the right to change, postpone, reschedule, or extend the free gift redemption period at any time without prior notice. No claims or inquiries will be entertained in this regard. The Organizer will not accept any redemption requests after the promotion period expires. Gift redemption is strictly limited to one (1) free gift per model, as listed in the Hisense Innovating a Brighter Healthy Life – Season of Celebration 2026 leaflet.

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Redemption Details

1. To redeem Free Gift, customers are required to complete the following:
    a. **Step 1**: Purchase selected Hisense model listed in the leaflet of Hisense Innovating a Brighter Healthy Life – Season of Celebration 2026 from 1st Oct. to 31st Dec. 2026 entitled for Free Gift. Invoices must clearly reflect a purchase date within this specific promotional window.

    b. **Step 2**: Please register your warranty at https://www.hisense.com.my/online-registration/

    c. **Step 3**: Then, fill in the details at https://hisense.claim.my/submit-claim. To redeem the Free Gift, customers must provide the information below. Only original receipts or invoices clearly showing the transaction amount, model name, date, and outlet name will be accepted. Please ensure the information is accurate, as Hisense will not be responsible for inaccuracies.
        i. Full Name as per MyKad, contact number and email address
        ii. Date of birth, gender, race and state
        iii. Purchase from Hisense authorized dealer OR online purchase, dealer name, model name, unit price, date of purchase, invoice number, quantity and serial number
        iv. Snap a picture of purchase receipt/invoice & upload it

    To prevent fraudulent claims and order cancellations post-redemption, Hisense reserves the right to request a photograph of the product serial number physically attached to the installed unit or a physical cut-out of the serial number from the carton box. Failure to provide this upon request will result in immediate disqualification.

    d. **IMPORTANT NOTICE REGARDING MULTIPLE PURCHASES: To claim gifts for any additional models, kindly submit a separate form for the remaining items.** We kindly request customers to keep track of their own submissions, as we do not send reminders for incomplete entries. To successfully receive all your gifts, please complete any additional forms within the redemption period. Claims cannot be fulfilled once the deadline has passed.

    e. There is a strict limit of three (3) redemption submissions per invoice. All details provided in the initial submission, including your personal information and the uploaded invoice, are considered final for gift delivery. Should you need to amend any details after submission, please do not fill out the form again. Instead, send an email to marketingdp@hisense.com with the subject line: **2026 Hisense Innovating a Brighter Healthy Life/SOC**. Change requests that do not follow this procedure will not be processed.

f. The Organizer reserves the right to disqualify any redemption if, at their discretion, any misuse or abuse of these Terms and Conditions is found.

g. Any submission with an incorrect invoice, missing details, or wrong items will be immediately disqualified without prior notice. The organizer will not notify participants of failed submissions, nor will the organizer accept requests to update or fix invalid entries.

2. Free Gifts are non-transferable, non- refundable, non-exchangeable, and cannot be redeemed for cash. The Organizer's decision on all Free Gift Redemption matters is final. **To claim a Free Gift, warranty registration must be completed at https://www.hisense.com.my/online-registration.**

3. Redemption submission status can be checked at **https://hisense.claim.my/submit-claim**.

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4. Gifts with purchase:

Category	Series	Model	Premium Gift
Laser	Laser Cinema	L9Q	RM500 TNG
		PX4PRO	RM300 TNG
		PX3-PRO	RM200 TNG
		XR10	RM500 TNG
		C3ULTRA	RM200 TNG
TVS	Origin RGB MiniLED	116UX	RM5000 TNG
		100UR8S	RM1500 TNG
		85UR8S	RM1000 TNG
		75UR8S	RM800 TNG
		65UR8S	RM500 TNG
	AI RGB Light Sensor QD-MiniLED	100U7S	RM800 TNG
		85U7S	RM500 TNG
		75U7S	RM400 TNG
		65U7S	RM300 TNG
	ULED QD MiniLED	85U6S	RM400 TNG
		75U6S	RM300 TNG
		65U6S	RM200 TNG
Room Air Conditioners	HINANO X HBA Series (5-Star)	AS10X6HBA	RM 80 TNG
		AS13X6HBA	RM 100 TNG
		AS20X6HBA	RM 150 TNG
		AS25X6HBA	RM 200 TNG
Refrigerators	4 Door Inverter Series	RQ600P7AB	RM300 TNG
		RQ660N4AWUC1	RM 150 TNG
		RQ640P5GW	RM 150 TNG
		RQ630N4AGUI3	RM 100 TNG
		RQ648N4AWU	RM 150 TNG
		RQ566P5GW	RM 100 TNG
	Side by Side Inverter Series	RS808N4ABU	RM 100 TNG
		RS822N4ABVI2	RM 100 TNG
		RS728N4ABU	RM 100 TNG
		RS728N4AWU	RM 100 TNG
		RS11636N4AWU	RM 100 TNG
		RS91168N4AWU	RM 100 TNG
		RS728N4AW-PU	RM 150 TNG
Washing Machines	Front Load Washer	WF120M5	RM150 TNG
	Front Load 2-in-1 Washer Dryer	WD120M5	RM150 TNG
	Front Load 2-in-1 Washer Dryer	WD140M5	RM150 TNG
	Front Load 2-in-1 Washer Dryer	WD5I1345BBRH	RM200 TNG
	Front Load Twin Drum Washer Dryer	WM020U305DBA	RM200 TNG

**All free gifts are subject to stock availability and while stocks last. In the event that a free gift is unavailable, we reserve the right to replace it with another item of similar value without prior notice.*

5. **Touch 'n Go eWallet Reload Pin and Verification Policy**
    - Hisense will distribute the Touch ’n Go eWallet Reload Pin amount through WhatsApp to the contact number provided by user within 2-3 weeks after the promotion has ended.
    - Customers must proactively check their WhatsApp message during the 2-3 weeks fulfillment period to confirm receipt of the funds. This automated system bypasses individual alerts such as emails, SMS, or direct messages.
    - Please ensure all details provided, particularly your Touch 'n Go eWallet registered mobile number, are strictly accurate. Hisense will process the reload PIN exactly as entered in the submission form. If the system sends the reload PIN to a third party due to an incorrect number provided by the customer, Hisense is entirely absolved of liability. All transfers to the submitted numbers are final, rendering any requests for compensation, replacements, or legal claims invalid if they stem from customer data entry errors. Customers must resolve the issue directly with the unintended recipient; Hisense will not mediate or handle follow-ups on their behalf.

6. In the event any voucher, free gift or is being awarded to the customer having provided false or mistaken identity or information, Organizer shall have the right to revoke the customer’s eligibility for the said voucher, free gift or prizes.

By submitting personal information, customers hereby agree that the Organizer may collect, obtain, store and process your personal data that provide and agree all the PDPA clauses mentioned on Hisense website (https://www.hisense.com.my/pdpa-privacy-notice/).

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YEAR-END SPLENDOUR LUCKY DRAW

(FOR SELECTED HISENSE MODELS PURCHASE – ONLINE AND OFFLINE PURCHASE)

Duration

This Lucky Draw will run from 1st Oct. 2026 at "00:00:01" to 31st Dec. 2026 "23:59:59" ("Year-End Splendour Lucky Draw Period"). The Organizer reserves the right to change, postpone, reschedule, or extend the Lucky Draw Period at any time. All entries received outside the Period will be disqualified.

Eligibility

Employees of the Organizer shall not be eligible to participate in Year-End Splendour Lucky Draw. To participate, customers must purchase selected Hisense products from an Authorized Retail Dealer or Online Store. **When you register your purchase at https://hisense.claim.my/submit-claim to redeem your free gift, you will be automatically entered into the lucky draw.** Corporate purchase, project sale, cancelled purchase or refunded purchase are not valid for participation in this lucky draw.

How It Works (Entry Mechanics)

Participants will receive lucky draw entries based on the spending amount in a single receipt. The more you spend, the more chances you get.

Get 1 Entry: For every RM2,500 spent on a single receipt. *Multiply your entries per single receipt (e.g., RM5k = 2 Entries, RM7.5k = 3 Entries)*

Important Conditions:

Qualifying Products Only: The total spending amount is calculated *strictly* based on the purchase of selected Hisense models displayed in the "**Hisense Innovating a Brighter Healthy Life – Season of Celebration 2026"** promotional leaflet. The purchase of any non-participating models will not be counted towards the spending threshold.

How to Participate

To participate, Customers ("Participants") are required to complete the following steps:

a. Participants must register details at **https://hisense.claim.my/submit-claim**. Participants must ensure all information is accurate. Any incomplete entries will be disqualified. Hisense will not be responsible for inaccurate information provided.

b. Required information includes:
   I. Full Name as per MyKad, contact number and email address
   II. Date of birth, gender, race and state
   III. Purchase from authorized dealer OR online purchase, dealer name, model name, unit price, date of purchase, invoice number, quantity and serial number
   IV. A clear photo of the proof of purchase (purchase receipt/invoice)

c. Participants must retain the original sales receipt as Proof of Purchase (POP). This will be required for verification if selected as a winner.

d. Each participant is only eligible to win one (1) prize throughout this entire campaign. In the event of multiple submissions using the same proof of purchase, only the earliest valid entry (based on the time of submission) will be accepted. Hisense reserves the right to take up to 30 working days to verify the purchase invoice or receipt, and prize will be released for valid entry to winners.

Lucky Draw Prizes Winner Announcement:

e. A total of six (33) winners will be selected from all eligible entries. Winners will be announced on the official Hisense Malaysia Facebook page www.facebook.com/HisenseMalaysia. By participating in this lucky draw, you hereby agree to the Organizer publishing the list of winners' information (e.g., name, partially masked MyKad number) on the Facebook page.

Lucky Draw Prizes*:

A total of thirty-three (33) prizes is available to be won:

1. Grand Prize (x1) : MacBook Air M5 13-inch worth RM5,500
2. Second Prize (x1) : Insta360 X5 + 256GB SD Card worth RM2,500
3. Third Prize (x1) : Marshall Kilburn III Bluetooth Portable Speaker worth RM1700
4. Consolation (x30) : Color King Jinwushao Stock Pot Mountain (2500ML) worth RM156 each

*Terms & conditions apply.

Lucky Draw Prize Redemption:

1. The Organizer will announce the Lucky Draw Prize Winners on a date to be announced in February 2027 on the official Hisense Malaysia Facebook page (www.facebook.com/HisenseMalaysia). Winners will be notified via email marketingdp@hisense.com. Winners will need to respond to the Organizer within 7 days after the announcement on the official Hisense Facebook page. If Winners cannot be contacted whatsoever reasons within 7 days of being selected, the Organizer reserves the right to withdraw the Prize from the winner and select another winner using the same process.

2. Winners are required to attend his/her own cost and expense to collect the prize at Hisense Malaysia Sdn Bhd office or branches. In the event Winner is not able to attend or collect the prize, the Winner can nominate a representative with authorized email to accept the prize on behalf, otherwise the Organizer reserves the right to withdraw the Prize from the winner and select another winner using the same process.

3. Winners may be required to go on video recording as this is the Organizer marketing activity and will be shared on Hisense social media sites. Winners will be disqualified, and prizes will be forfeited, and no correspondence or appeal will be entertained if cannot be contacted and if he/she cannot perform this. The Organizer reserves the right to change, postpone, reschedule, or extend this activity at any time without prior notice.

4. All prizes are not entitled for the warranty, and they are non-transferable, non-refundable, non-exchangeable and can't be redeemed for cash in part or full. The specific color of the prizes cannot be guaranteed and may vary according to stock availability. In the event that a prize is unavailable, we reserve the right to replace it with another item of similar value without prior notice. All transportation, accommodation, personal and/or any other related costs, fees and/or expenses incurred to redeem the prizes are the sole responsibility of the winner.

5. By submitting personal information, customers hereby agree that the Organizer may collect, obtain, store and process your personal data that provide and agreeall the PDPA clauses mentioned on Hisense website (https://www.hisense.com.my/pdpa-privacy- notice/).

Liability and Responsibility

1. Customers ("Participants") shall assume full liability and responsibility in case of any liability, mishap, injury, damage, claim or accidents (including death) resulting from their participation in prize redemption and/or utilization of the prize. The Organizer shall not be responsible for any liability, mishap, loss, damage, claim or accident (including death) in any manner whatsoever.

2. The Organizer is not responsible for:
   a) any error, omission, interruption, deletion, defect, delay in operation or transmission, communications line failure, theft or destruction, or unauthorized access to or alteration of user or member communications;
   b) any problems or technical malfunctions of any telephone network or lines, computer online systems, servers or providers, computer equipment, or software;
   c) or the failure of email or players on account of technical problems or traffic congestion on the Internet and/or websites.

3. The prize is provided on an "as is" basis and, except as otherwise prohibited by applicable law, the Organizer expressly disclaim any warranty of any kind, including, but not limited to warranties of merchantability, fitness for a particular purpose, and non- infringement. The Organizer cannot guarantee and does not promise any specific results from use of the HISENSE or HISENSE Malaysia Facebook page. No advice or information, whether oral or written, obtained by you from us, or from or through the HISENSE or HISENSE Malaysia Facebook page shall create any warranty not expressly stated herein.

4. The Organizer shall not be held liable or responsible for any delay and/or failure in the receipt of entry due to the inability of the respective Internet Service Provider (ISP) company and/or telecommunication network to provide timely and/or efficient internet and/or telecommunication services.

Organizer's Rights

By submitting your information, all Participants are agreed and acknowledge that all intellectual property rights thereto shall belong to the Organizer. The Organizer shall have the exclusive right to use, edit, modify, and publish the entry submitted by all the Participants, publish the names of the Participants, in any way it deems fit for any advertising, trade, promotional purpose and for any other reason whatsoever, without any further notice to the Participants and the Participants shall not claim ownership or any payment or compensation on the materials. For the avoidance of doubt, the submissions will not be edited for judging purposes.

Other Terms and Conditions

1. All purchase receipts submitted must be original and shall not breach any intellectual property rights belonging to any party. The participants shall not pose, distribute, reproduce, or submit in any way whatsoever, any materials containing any other party's intellectual property rights, including but not limited to copyrights, or other proprietary information owned by another party without obtaining the prior written consent of the owner of such intellectual property rights or proprietary information.

2. This Terms and Conditions is prepared in English only. Customers/ Participants are agreed to be bound by the Organizer Rules and Regulations, and the decisions of the Organizer.

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Data Protection

1. Customers/ Participants agreed that you have read and understood the policy in this Terms and Conditions as well as Organizer's privacy notice by providing personal data to the Organizer.

2. At times, the Organizer may retain third parties to process the Customers'/ Participants' personal details. All such third parties are contractually obliged not to use the Customers'/ Participants' personal data in any way other than that which is specified herein.

3. Under the Malaysian law, the customers'/participants rights include:
    a. The right to withdraw their personal details at any time by contacting the Organizer at marketingdp@hisense.com and providing the Organizer with their name and email address so that the Organizer may remove it.
    b. The right to obtain a copy of the personal data which the Organizer holds about the customer (the Organizer reserves the right to charge a small fee for the exercise of this right).
    c. The right to have incorrect personal data that the Organizer holds about the customer corrected.

4. If Customers/ Participants wishes to raise any data protection issue with the Organizer, or exercise any of his/her legal rights, please contact the Organizer at marketingdp@hisense.com.

5. The Organizer takes reasonable precautions to keep all Customers/ Participants personal data secure and require third party data processors to do the same. Please note, however, that the Organizer may release Customers/ Participants personal data if required to do so by law, or by search warrant, subpoena, or court order.