

I Love SCM Terms & Conditions

1. SCM Rewards

- I Love SCM (“Program”) is a digital loyalty program managed by Lendlease (“Management”) where Members can enjoy benefits and/ or privileges and accumulate SCM Points to enjoy Rewards at Setia City Mall (“Mall”).
- By participating in I Love SCM loyalty program, the Member agrees to all the terms & conditions of the Program as set forth herein, as well as subsequent amendments that the Management may make from time to time without prior notice (“Terms & Conditions”).

2. Eligibility

- All applicants must be at least eighteen (18) years of age on the date they activate their membership in order to be eligible for I Love SCM loyalty program membership. The Management reserves the right to request for proof of age at any time.
- The Management reserves the right to turn away any individual from this program without giving any reason whatsoever.

3. Membership Account

- Application for I Love SCM membership can be done at Concierge Counter located at Level LG. A membership activation process is required to be done in person at the Concierge Counter in order to be a I Love SCM loyalty program member (“Member”).
- The applicant must produce an original proof of purchase of RM100 spend within one (1) same-day receipt and original personal photo identification (including, but not limited to NRIC/Passport) at either Concierge Counter for the membership activation.
- Each Member will be issued with only one (1) membership account. SCM Points and other benefits under the account are strictly non-transferable.
- All memberships will start from the date of membership activation. With effect from 01 October 2015, all new and existing Members will enjoy a lifetime membership for the Program, while SCM Points earned will have a separate validity period (see below). The Management however reserves the right to impose an expiry date on any membership account at any time without giving any reason whatsoever.

4. SCM Points

- A Member may start earning and accumulating SCM Points upon successful activation of his/her I Love SCM membership.
- A Member can earn SCM Points by either:
 - (a) Presenting his/her original proof of purchase (for same day purchase) at the Concierge Counter. SCM Points earned will be credited immediately into the respective Member’s account.
 - (b) Using the I Love SCM Rewards Self-Serve Kiosks at designated locations in the Mall to submit an image of the original proof of purchase for purchases made within 24 hours from day of purchase. It will take up to 7 days to process such submission.
- Status of submission via the I Love SCM Rewards Self-Serve Kiosk will be available within the App. An email or notification may also be sent to the respective Member when SCM Points are awarded. • Members may also view their point balance by using the I Love SCM Rewards Self-Serve Kiosk.
- For submission of the proof of purchase via the I Love SCM Rewards Self-Serve Kiosk, the corresponding SCM Points will only be awarded if the image of the proof of purchase is clear and submitted in accordance to the instructions specified in the I Love SCM Rewards Self-Serve Kiosk.
- If the image of the proof of purchase submitted via the I Love SCM Rewards Self-Serve Kiosk is unclear or incomplete, the Member may be given an additional chance to resubmit the same receipt via the Self-Serve Kiosk within 7 days from the declined date of the initial receipt submission. It is the responsibility of the Members to check the status of the receipts submission via the Self-Serve Kiosk to qualify for the 7 days resubmission grace period. Such receipt submission can only be done via the Self-Serve Kiosk or at the Concierge Counter. I Love SCM Rewards Self-Serve Kiosk will not accept any re-submission of receipt(s) and such re-submitted receipt(s) will deemed to have been declined. • Any re-submitted receipt image will be checked against the initial receipt image when it has been successfully submitted via the Self-Serve Kiosk for processing. It will take up to 7 days to process any re-submitted receipt image.
- Original proof of purchase that has been submitted previously cannot be used to earn SCM Points again. Members should keep the proof of purchase for a minimum of 7 days or up till the point when the SCM Points have been credited to their account.
- Earning of SCM Points can only be done at participating retailers. Full list of participating retailers is available on the Website.
- All proof of purchases presented and claimed at the Concierge Counter by a Member shall be considered to be final and ultimately determine the amount of SCM Points the Member shall earn notwithstanding the earlier submission of the same proof of purchase by the Member through the I Love SCM Rewards Self-Serve Kiosk.
- A Member will earn 1 SCM Point for every RM1 spent at the Mall if he/she meets the minimum spend requirement of RM20 nett, excluding any payment by vouchers, in a single receipt.
- A Member can earn a maximum of 1,000 SCM Points per day, regardless of the actual amount spent or total value of the receipts presented.
- A Member shall earn a minimum of 20 Jem SCM Points (up to a maximum of 1,000 SCM Points) per I Love SCM Rewards transaction, unless otherwise stated.
- Earning of SCM Points applies strictly to purchases made by the Member only. The Member shall not be entitled to any SCM Points for purchases made by other persons.
- For spend amounts that include a cent value of RM0.49 or less, SCM Points earned will be rounded down to the nearest number. For instance, if a Member spends RM50.49, he/she will receive 50 SCM Points.
- For spend amounts that include a cent value of RM0.50 or more, SCM Points earned will be rounded up to the nearest number. For instance, if a Member spends RM50.51, he/she will receive 51 SCM Points. SCM Points earned do not have any monetary value, and can only be used as currency for redemption of rewards under this Program.
- All original proof of purchase used to earn SCM Points either at the Concierge Counter or I Love SCM Rewards Self-Serve Kiosk must be kept by the Member until the SCM Points from the proof of purchase are credited into the Member’s account.
- All purchases made at retail, food and beverage and service outlets within the Mall are eligible for earning of SCM Points. Transactions made at money-changing facilities, top-up card machines or use of any form of top-ups including without limitation, addition to any top-up cards or any purchases offset using top-up and/or points from credit/debit cards, transactions in relation to car park, purchases of cash cards/ gift vouchers/ memberships/ insurances/ travellers’ cheques, payment of bills at any SCM outlet, or transactions made at atrium fairs (by non-Mall retailers) are EXCLUDED.
- SCM Points earned in a calendar year (ie: Jan – Dec) will expire on 31 March of the following year. A bonus three(3) months grace period till 31 Mar will be given to redeem SCM Points into SCM Cash Vouchers
- The Management shall endeavour to notify the Member of his/her expiring SCM Points prior to the expiry date if member opts in to receive communication from Setia Citythe Mall.
- SCM Points and benefits shall automatically expire or be forfeited upon the expiry date of the SCM Points regardless of whether the Member has received prior notice.

6. Redemption of SCM Points

- A Member can redeem his/her SCM Points for any reward, subject to its availability.
- Rewards may be in the form of SCM Cash Vouchers in physical paper versions, Tenants’ Gift Vouchers, or physical Gifts, and are available on a first-come, first-served basis.
- Redemption can be made at the Concierge Counter.
- Redemption is not available via the I Love SCM Rewards Self-Serve Kiosk.
- SCM Points that have been redeemed for a reward cannot be reversed.
- Upon redemption of SCM Points, a reward cannot be withdrawn, replaced, extended or exchanged for cash or any other reward.
- Any shopping voucher reward shall only be valid for use at the specified store in the Mall. The Member shall further abide by any other terms and conditions stated on the shopping voucher.

9. Rewarding of High Value Shoppers

- The Management will reward selected high value shoppers on a time to time basis/ time deemed appropriate by the Management.
- Selection of high value shoppers will be at the discretion of the Management
- Selected high value shoppers will be contacted via email or phone.
- For rewards that require collection at the Concierge Counter, I Love SCM Rewards Members must be physically present and must show an original personal photo identification (including, but not limited to NRIC/Passport) and the original proof of purchase during redemption.
- Rewards are not redeemable for cash, credit or otherwise. Refunds and/or exchanges will not be entertained. Management reserves the rights to award any, or all, of the rewards to substitute winners if the original winner remains uncontactable after three (3) attempts to establish contact via phone and/or email.

10. Discretion

- The Management shall not be liable to any Member for any error, omission, delay or loss of SCM Points as a result of technical malfunction or any error attributed to the Mall’s staff, employees, agents or service providers.
- The Management reserves the right to add, edit or remove any Reward from time to time. The Management reserves the right to suspend any Member’s account and/or forfeit his/her SCM Points under the account without prior notice if Member breaches any of these Terms & Conditions or is suspected to have abused the benefits of the Program.
- The Management further reserves the right to take any corrective or preventive actions to any Member and his/her account as it deems fit in order to ensure the continued operation of the Program and/or protect the interests of other Members.
- The Management makes no warranty to the condition of all Rewards and will not be liable for any loss or injury that is incurred by the Member or by any third-party arising from the use of the Reward.
- The Management reserves the right to amend the benefits and Terms & Conditions of this Program from time to time without prior notice. The Management also reserves all rights, including but not limited to, the right to amend or terminate any Membership or the entire Program at any time without prior notice. The Member agrees to be bound by the decision of the Management without demanding any compensation whatsoever.
- The decisions of the Management on all matters regarding the program shall be final and conclusive. No correspondence shall be entertained.
- Members agree that the Mall and its service providers shall use any information collected from the Members to operate or improve the program.
- Members agree to receive promotional materials from the Mall, including but not limited to mailers, emails and SMSes. Members are responsible for updating their contact information and any changes thereafter.