



## **Senoko Energy 2024 - Dreame Hair Gleam Hair Dryer GIRO Promotion Terms & Conditions**

1. These terms and conditions shall apply to the promotional code (“promo code”) “**GIROTYCA2**” provisioned by Senoko Energy Supply Pte Ltd.
2. The Campaign Period for this promotion is between 1 Jul and 30 Sep 2024, both dates inclusive or while stocks last basis.
3. The promo code is applicable to both new sign-ups and renewal of Senoko Energy’s 24-month fixed rate, off-peak rate, discount-off tariff and discount plans.
4. The Promotion is limited to one redemption per customer and not applicable in conjunction with other promotions, unless otherwise stated.
5. For the avoidance of doubt, this promotion is not applicable to existing Senoko Energy customers with service contracts that are auto-renewed.
6. Under this promotion, an eligible Senoko Energy customer can get a **complimentary Dreame Hair Gleam Hair Dryer worth \$299 (“Gift”)** if he/she fulfils all the following:
  - a. Be the **first 100 customers** to sign up or renew via self-help online channels for a **twenty-four (24) months** Senoko Energy residential electricity price plan (“Senoko Energy Plan”) within the Campaign Period
  - b. Apply the promo code “**GIROTYCA2**” (“Promo Code”) when signing up or renewing the applicable electricity price plan via self-help online channels
  - c. Successfully sets up payment for the Senoko Energy Plan on a **recurring basis through GIRO**, by the relevant stipulated dates in Table 1 below
  - d. **retain GIRO recurring payment arrangement** throughout the full contractual period

<b>Sign Up Period</b>	<b>Recurring Set Up Date</b>	<b>Estimated Period to Receive Gift</b>
1 – 31 Jul 2024	By 31 Aug 2024	Between Nov 2024 - Apr 2025
1 – 31 Aug 2024	By 30 Sep 2024	Between Dec 2024 - May 2025
1 – 30 Sep 2024	By 31 Oct 2024	Between Jan 2025 - Jun 2025

Table 1- Recurring Payment Set-Up Dates

7. The Gift is available in three colours (Pink, Blue and Purple), subject to the availability of stocks and to be redeemed on a ‘first-come, first-served’ and while stocks last basis.
8. An eligible Senoko Energy customer who has fulfilled the requirements above shall receive a redemption email within 30 working days from the issuance of their third (3<sup>rd</sup>) billing, based on the start date of the new Senoko Energy contract.
9. The Gift must be redeemed within one month from the redemption email date. Unredeemed Gift after this period will be forfeited and no correspondence or claims will be entertained in the event

of such forfeiture. A customer whose Gift has been forfeited shall not be entitled to any payment or compensation whatsoever from Senoko Energy.

10. In the event an eligible Senoko Energy customer is unable to redeem the Gift in person, an authorization letter must be presented to the staff at the redemption centre managed by Short-Q Private Limited. Some personal data provided by the customer will be disclosed to Short-Q Private Limited, for the purpose of administering the Gift.
11. To enjoy the Gift associated with the promo code, the full contractual period will have to be fulfilled. Early termination of contract may result in a reversal of Gift.
12. The Gift is strictly non-exchangeable, non-refundable, and non-redeemable for cash or credit or otherwise.
13. The Gift's warranty shall be subjected to manufacturer's (Dreame) warranty policy.
14. Senoko Energy is not an agent of Dreame. Any dispute regarding the quality or service standard must be resolved directly with Dreame. Senoko Energy will not assume any liability or responsibility for the acts of the merchants or any defects in products or services offered in this promotion.
15. Standard terms and conditions of Senoko Energy, and product terms governing the electricity price plan applies.
16. Senoko Energy reserves the right to vary, modify, add or delete any of these terms and conditions, including terminating, shortening, extending or withdrawing the Promotion, without prior notice or reason.