



Senoko Energy 2024 – OGAWA Estilo XE Back Seat Massager Promotion Terms & Conditions

1. These terms and conditions shall apply to the promotional code (“promo code”) “**GIROJOYB4**” provisioned by Senoko Energy Supply Pte Ltd.
2. The Promotion Period is from 1 Oct 2024 to 5 Jan 2025, both dates inclusive, or while stocks last.
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. Promo code cannot be applied to previous residential sign-ups except for Senoko Energy customers who are able to renew his/her contract. In such a case, the promo code will be applied on the renewal contract.
7. Under this promotion, an eligible Senoko Energy customer can get a **complimentary Ogawa Estilo XE Back Seat Massager (in Black) worth \$498 (“Gift”)** if he/she fulfils all the following:
 - a. Be the **first 190 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 and apply the promo code “**GIROJOYB4**” (“Promo Code”) at checkout, prior to completing your registration.
 - b. successfully sets up **recurring payment for the Senoko Energy Plan via GIRO** by the relevant stipulated dates in Table 1 below.
 - c. **retain GIRO recurring payment arrangement** throughout the full contractual period.

| Sign Up Period | Recurring Set Up Date | Estimated Period to Receive Gift |
|-------------------------|------------------------------|---|
| 1 – 31 Oct 2024 | By 30 Nov 2024 | Between Feb - May 2025 |
| 1 – 30 Nov 2024 | By 31 Dec 2024 | Between Mar - Jun 2025 |
| 1 Dec 2024 – 5 Jan 2025 | By 31 Jan 2025 | Between Apr - Jul 2025 |

Table 1- Recurring Payment Set-Up Dates

8. Eligible customers who meet the above requirements will receive a redemption email within 30 working days from their third (3rd) billing, based on the start date of their new Senoko Energy contract.
9. The Gift must be redeemed within one month from the redemption email date. Any unredeemed Gift 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. If a customer is unable to redeem the Gift in person, an authorization letter must be presented at OGAWA retail outlet. Some personal data provided by the customer may be disclosed to OGAWA for the sole purpose of administering the Gift.
11. Customers must complete the full contractual period to be eligible for the Gift. Early termination of the contract may result in the Gift being revoked.
12. The Gift is strictly non-exchangeable, non-refundable, and non-redeemable for cash or credit or otherwise.
13. The Gift's warranty is subject to the manufacturer's (OGAWA) warranty policy.
14. Senoko Energy is not an agent of OGAWA. Any dispute regarding the quality or service standard must be resolved directly with OGAWA. 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.