



Terms and conditions for Lazada and RedMart Vouchers

1. Voucher is applicable for HSBC Credit Cards only.
2. Voucher is applicable on the Lazada iOS or Android mobile applications only.
3. Voucher is not applicable on delivery charges, over-the-phone purchases and the following categories: digital goods; jewellery/gold; toddler formula (0-12 months); and over the counter (OTC) medicine.
4. Lazada reserves the right to cancel suspicious orders without prior notice. This includes voucher abuse, including vouchers redeemed using multiple accounts or multiple checkouts associated with the same customer or group of customers; and vouchers used in bad faith.
5. Other terms and conditions apply. Lazada reserve the right to change the Terms and Conditions at any time without prior notice.
6. Any Voucher that is lost, misplaced or damaged is strictly non-replaceable.
7. The Voucher is not exchangeable for cash, Reward Points or other reward items from HSBC.
8. HSBC is not the supplier of the products provided by the merchant involved in this Promotion and will not accept any liability in relation thereto.
9. HSBC reserves the right to substitute or replace the Voucher with items of equal or similar value at its discretion without notice.
10. HSBC reserves the right to vary the terms and conditions of this Promotion or change or withdraw this Promotion at any time without giving prior notice. In case of dispute, HSBC's decision is final.
11. All information is correct at the time of publishing or posting online.
12. Should you require assistance, please call our 24-hour Customer Service Hotline on 1800-HSBC NOW (4722 669).

Frequently Asked Questions

1. How will the Vouchers be fulfilled?

An SMS with the voucher codes will be sent to your registered mobile phone number (based on HSBC's records).

2. What denominations are the Vouchers in?

For Voucher value below S\$50, it would be in denomination of S\$10

For Voucher value above S\$50, it would be in denomination of S\$50

Example: S\$200 Lazada and RedMart Vouchers will be in 4 x S\$50 vouchers, and S\$30 Lazada and RedMart Vouchers will be in 3 x S\$10 vouchers.

3. Do I need to use HSBC Credit Card to make payment?

Yes, payments will have to be made via a HSBC Credit Card.

4. Can the Vouchers be used for RedMart purchases?

Yes, it can be used on both Lazada and RedMart within the Lazada App.

5. Can I use multiple Vouchers at the same time?

No, only 1 voucher can be used per check out.

6. Will I get a refund if my purchase is lesser than the value of the Vouchers?

No, there will not be any cash/voucher refunds if the purchase amount is lower than the value of Voucher.

7. Is there a minimum spend required to use the Vouchers?

No, there isn't

8. What is the validity of the Vouchers and can it be extended?

The Lazada and RedMart Vouchers are valid for 6 months from the date of issue, and it cannot be extended.