



### **Terms and conditions for Panasonic vouchers**

1. Voucher is applicable for HSBC Credit Cards only.
2. Voucher is valid for 6 months from the date of issue.
3. Voucher can only be used on the Panasonic Singapore Official Store on Shopee.
4. Voucher can be used in conjunction with other Shopee platform vouchers but not with other Panasonic store vouchers.
5. No minimum purchase required.
6. Any unused value of the voucher will not be refunded.
7. Charges exceeding the value stated on the voucher must be settled using HSBC credit cards.
8. Any Voucher that is lost, misplaced or damaged is strictly non-replaceable.
9. The Voucher is not exchangeable for cash, Reward Points or other reward items from HSBC.
10. 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.
11. HSBC reserves the right to substitute or replace the Voucher with items of equal or similar value at its discretion without notice.
12. 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.
13. All information is correct at the time of publishing or posting online.
14. 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 redemption details will be sent to your registered mobile phone number (based on HSBC's records).

2. **What denominations are the vouchers in?**

The voucher will be given in one denomination, depending on the amount that you are eligible to receive.

Example: You have met all the requirements to receive SGD230 worth of vouchers so one voucher worth SGD230 will be given.

3. **Where can I utilize the vouchers?**

The vouchers can be utilized at the Panasonic Singapore Official Store on Shopee.

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

Yes, charges exceeding the value stated on the voucher will have to be settled using a HSBC Credit Card.

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

No, multiple Panasonic store vouchers are not allowed on the Shopee platform. However, you may use the voucher with Shopee platform vouchers.

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 Panasonic vouchers are valid for 6 months from the date of issue, and it cannot be extended.