

MACHINES+ FAQ

Updated on 18 August 2025

1. Where can I apply for a Machines+ Membership?

You can apply for the Machines+ Membership via Machines website, or Machines Mobile App.

2. Will I be able to enjoy all member benefits instantly upon sign-up?

You may start accumulating points immediately after you have successfully signed up as a Machines+ member. However, to qualify for the birthday voucher in the same calendar year, your registration must occur at least 48 hours prior to your birth date.

3. How many tiers are there in Machines+?

There are three (3) membership tiers under the Machines+ program.

Machines+ EDU: Designed for students and faculty members in higher education in mind.

Machines+ Premium: Entry level for all new members and for members with below RM10,000 per annum spent.

Machines+ Elite: Members upgraded from Premium tier with more than RM10,000 per annum spent.

4. How do I earn points for my Machines+ membership?

Points are awarded based on the Member's Tier as follows:

Membership Tier	Elite	Premium	EDU
Reward points earned per RM1 spent	2x	1x	1x

Examples of how the points are earned:

(i) If you are a Machines+ Premium member and you purchased a device at RM5,499, you will earn 5499 points.

(ii) If you are a Machines+ Elite member and you purchase a device at RM5,499, you will earn 10,998 points. (Points earned excludes the purchase of gift cards, e-gift cards, taxes and/or shipping and payment via redemption of points, gift cards, e-gift cards, gift vouchers, vouchers, discounts).

5. How long does it take for my points to be credited after a purchase?

Points will be credited to your account within twenty-four (24) hours from the time of purchase. If your points do not reflect after 24 hours, please contact our support team for assistance.

6. Why can't I redeem my points immediately after a purchase?

Points are credited to your account within 24 hours after a transaction to ensure proper processing and verification. This means that points will not be available for redemption immediately after your purchase.

Once the points are credited, they will appear in your account and can then be used for redemptions.

7. Is there an expiration on Machines+ points?

Yes. For Machines+ Premium and Machines+ Elite, points expire in twenty-four (24) calendar months from the points issuance date whereas for Machines+ EDU tier, points expire in thirty-six (36) calendar months from the points issuance date.

Membership Tier	Elite	Premium	EDU
Points Validity	24 months	24 months	36 months

8. Does my Machines+ membership have a validity period?

Your Machines+ Membership is a lifetime complimentary membership and has no expiry on its validity.

9. What can I do with the points earned?

Points redemption can only occur once points are successfully credited to the account. Points will be deducted automatically from a member's account upon redemption of Machines voucher(s).

Total Points Required to Redeem	Total Value of Machines Voucher (RM) to receive
5,000	RM30
1,000	RM6 (Machines Mobile App Exclusive)

Maximum two (2) Machines vouchers, i.e. RM 60 (10,000 points) can be redeemed per transaction. Once the points are converted to Machines voucher, it cannot be canceled, and points cannot be refunded. Machines vouchers are not exchangeable for cash or converted/ refunded into points. Machines vouchers are not valid and not stackable with other vouchers, discounted items, loyalty / privilege programs, or any ongoing promotions unless stated otherwise.

10. Can I share my Machines+ membership with others for member benefits?

We do not encourage sharing of your Machines+ membership to prevent cases of misappropriation of use.

11. Can we merge the points accumulated from two (2) Machines+ membership accounts owned separately by me and my friend/family?

The Machines+ membership is designated for individual use by the respective Member only. No merging or transfer of points from different Machines+ membership account(s) is/are allowed.

12. What is the registered mobile number?

The registered mobile number is a local Malaysia mobile number which is linked to your Machines+ membership account.

13. What is an OTP?

OTP is a "One-Time Password" which is randomly generated and sent to your Malaysia registered mobile number for validation of your registration. OTP will be sent to your Malaysia registered mobile number within five (5) minutes.

14. Why do I need to provide a Malaysia mobile number?

In an initiative to enhance the level of security on member registration, we will be using your Malaysia mobile number as your unique Machines+ account ID. "One Time Password" (OTP) will be sent to your Malaysia registered mobile number.

15. What if I do not wish to provide a Malaysia mobile number to Machines?

A valid Malaysia mobile number is mandatory to sign up as a Machines+ member. Unfortunately, without a valid Malaysia mobile number, you would not be able to join our Machines+ membership to earn points and enjoy member rewards. All points and voucher redemptions required verification of your registered Malaysia mobile number.

16. I'm a foreigner without a Malaysia mobile number. Can I still register for a Machines+ membership?

Machines+ Membership is open to all individual residents of Malaysia with valid/registered Malaysia mobile numbers and who are aged 18 years and above. A valid Malaysia mobile number is mandatory to sign up as a Machines+ member. Unfortunately, without a valid Malaysia mobile number, you would not be able to join our Machines+ membership to earn points and enjoy member rewards.

17. Are there any privacy protection measures for my personal information submitted online?

All personal data submitted will be kept highly confidential and secure. Your contact information will be used solely by Machines for marketing promotional purposes only.

FAQ - Machines+ Elite

1. What is Machines+ Elite?

Machines+ Elite is an upgraded membership tier which enables members to enjoy exclusive privileges and double rewards.

2. How do I qualify for the Machines+ Elite tier?

Machines+ Premium tier members who accumulated RM10,000 annual spending in twelve (12) calendar months will be automatically upgraded to the Machines+ Elite tier membership.

3. How do I earn points? And how long is the point validity?

You get two (2) Points for every RM1.00 spent and the points validity will be 24 calendar months for Machines+ Elite commencing from the date the points are credited to your membership account.

4. How long does it take for my points to be credited after a purchase?

Points will be credited to your account within twenty-four (24) hours from the time of purchase. If your points do not reflect after 24 hours, please contact our support team for assistance.

5. Why can't I redeem my points immediately after a purchase?

Points are credited to your account within 24 hours after a transaction to ensure proper processing and verification. This means that points will not be available for redemption immediately after your purchase. Once the points are credited, they will appear in your account and can then be used for redemptions.

6. How long does it take to upgrade my membership status to Machines+ Elite after I have accumulated RM10,000 annual spending from a recent purchase? What is the qualification period?

Your upgraded Machines+ Elite tier membership status will be reflected in the next purchase after RM10,000 annual spending has been accumulated. This upgraded membership tier will be valid for twelve (12) calendar months.

To maintain your Machines+ Elite tier membership, you will need to spend RM 10,000 within twelve (12) calendar months starting from the date you were upgraded to the Machines+ Elite tier.

7. What happens to my membership if I am unable to spend RM10,000 within twelve (12) months after being upgraded to Machines+ Elite?

Your Elite membership tier will be adjusted to Premium membership in the following month if you are unable to spend RM10,000 within twelve (12) months.

FAQ - Machines+ EDU

1. What is Machines+ EDU?

Machines+ EDU is a membership tier designed for students and educators with UNiDAYS verification and enables Machines+ EDU members to enjoy Machines Education Pricing and Machines+ perks.

2. How do I earn points? And how long is the point validity?

You get one (1) Point for every RM1.00 spent and the points validity will be 36 calendar months for

Machines+ EDU	
Reward points earned per RM1 spent	1x
Points Validity	36 months

Machines+ EDU commencing from the date the points are credited to your membership account. Points validity for Machines+ EDU remainder points earned but not redeemed will change to twenty-four (24) months once the EDU membership tier is automatically adjusted to Machines+ Premium member tier upon the end of the Machines+ EDU member's graduating year.

3. What will happen to my Machines+ EDU membership tier after my graduating year?

Your Machines+ EDU membership tier will be automatically adjusted to Machines+ Premium membership tier on the first calendar month of the next following graduating year. Points validity for Machines+ EDU remainder points earned but not redeemed will change to twenty-four (24) months.

4. How long does it take for my points to be credited after a purchase?

Points will be credited to your account within twenty-four (24) hours from the time of purchase. If your points do not reflect after 24 hours, please contact our support team for assistance.

5. Why can't I redeem my points immediately after a purchase?

Points are credited to your account within 24 hours after a transaction to ensure proper processing and verification. This means that points will not be available for redemption immediately after your purchase. Once the points are credited, they will appear in your account and can then be used for redemptions.

6. What can I do with the points earned?

Points redemption can only occur once points are successfully credited to the account. Points will be deducted automatically from a member's account upon redemption of Machines voucher(s).

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7. What is Machines Education Pricing and how does it work?

Machines Education Pricing is a special pricing structure designed exclusively for higher education students and educators which allows them to purchase a brand-new Mac or iPad at a discounted price.

8. What other activities can I enjoy signing up for Machines+ EDU?

As a Machines+ EDU member, you get to participate in exclusive workshops and on-ground events which are held in collaboration with university and institution partners. These activities feature interactive engagements, live demonstrations and hands-on experiences with the latest products from Apple. Talk to our team, ask questions and discover how technology can enhance your education and future career.

FAQ – Machines Mobile App

1. What is the Machines App?

The Machines App is the official mobile application by Machines that gives you convenient access to your Machines+ membership, including checking your points balance, redeeming vouchers, receiving app-exclusive rewards, and staying updated on the latest announcements and events.

2. Is the Machines App free to download?

Yes. The Machines App is completely free and available for download via the App Store (iOS).

3. Do I need to sign up again to use the Machines App?

No, if you already have a Machines+ membership, simply log in using your registered Malaysia mobile number.

4. Can I redeem points or claim vouchers using the app?

Yes. You can view and redeem your available points for Machines vouchers directly within the app. All successful redemptions will be reflected in your “My Rewards” section.

5. What if I do not receive an OTP when logging into the app?

Please ensure your mobile number is correctly entered and is registered in Malaysia. If the issue persists, kindly contact our support team at contact@machines.com.my.

6. Is my personal information safe in the app?

Yes. All data submitted and stored in the app follows strict data protection measures aligned with the Personal Data Protection Act 2010. For more details, please refer to our Privacy Policy.