

Terms & Conditions

Say Hello Campaign ("Campaign") is organised by Machines Sdn Bhd ("Organizer") and is open to only customers who purchase an iPhone 18 Pro, iPhone 18 Pro Max or iPhone Duo **in-store or Buy Online, Pick up In-Store (BOPIS)** from participating Machines outlets during the campaign period.

1. **Campaign Period:** 1 October 2026, 00:00 until 30 November 2026, 23:59 (Malaysia Time).
2. This campaign is only available for customers who purchase iPhone 18 Pro, iPhone 18 Pro and iPhone Duo **in-store or BOPIS** at Machines outlets only.
3. To participate in the campaign, participants must submit a valid screenshot showing their iPhone IMEI number, which can be retrieved via:
 - a. **Settings**
 - b. **General**
 - c. **About on their iPhone** (must show iPhone's IMEI number)
4. Participants must submit a valid purchase invoice of their purchased eligible iPhone. Each eligible iPhone IMEI number is entitled to **one (1) entry only**. Participants who purchase more than one eligible iPhone may submit one (1) entry for each unique IMEI number. Multiple entries submitted using the same iPhone IMEI number will be disqualified. Entry eligibility will be determined based on the date and time the entry is submitted. All valid entries submitted within the respective weekly draw period will be included in the corresponding weekly draw.
5. Participants are required to select the Machines outlet where they purchased or collected their eligible iPhone. Winners will be selected via a random draw on a weekly basis from all valid entries submitted during the applicable weekly draw period. Entries that have been included in a previous weekly draw will be **excluded from all subsequent draws and will not be carried forward**.
6. Winners will be announced via Machines' official social media channels and notified via email. The Organizer reserves the right to disqualify any entry deemed fraudulent, incomplete, invalid, or otherwise in breach of these Terms & Conditions.
7. The selected winner must respond to the email from Machines and provide the required details within seven (7) working days from the date of email. Failure to respond within the timeframe will result in the prize being forfeited.
8. Machines Sdn Bhd, Machines Service Sdn Bhd and Box of Bricks Sdn Bhd employees and their immediate family members are not eligible to participate in the campaign.
9. The Organizer reserves the right to amend, suspend, or terminate the campaign or these Terms & Conditions at any time without prior notice.
10. **Prize and Winner Selection:**
 - a. Winners will be selected through a random draw every week throughout the Campaign Period. The weekly draw periods are as follows:

Week	Date
Week 1	1 October 2026 - 11 October 2026
Week 2	12 October 2026 - 18 October 2026
Week 3	19 October 2026 - 25 October 2026
Week 4	26 October 2026 - 1 November 2026
Week 5	2 November 2026 - 8 November 2026
Week 6	9 November 2026 - 15 November 2026
Week 7	16 November 2026 - 22 November 2026
Week 8	23 November 2026 - 30 November 2026

- b. All valid entries submitted during each respective weekly draw period will be grouped together and included in that week's random draw.
- c. Entries submitted within a weekly draw period are eligible for that weekly draw only and will not be carried forward to subsequent weekly draws.
- d. Each participant is entitled win only one (1) prize throughout the Campaign Period, regardless of the number of eligible entries submitted. Once a participant has been selected as a winner, all other entries submitted by the same participant will be excluded from subsequent weekly draws.
- e. The following prizes will be awarded **every week** throughout the campaign period:

Ranking	Prize	Quantity
Grand Prize	RM200 Machines Voucher	One (1) Winner
First Runner-Up	15,000 Machines+ Points	Two (2) Winners
Second Runner-Up	10,000 Machines+ Points	Five (5) Winners
Third Runner-Up	5,000 Machines+ Points	Eight (8) Winners

- f. Winners will be announced via Machines' official social media channels and be notified via email.
- g. The selected winner must respond to the email from Machines and provide the required details within seven (7) working days from the date of email. Failure to respond within the timeframe will result in the prize being forfeited.
- h. Machines+ points will be credited to the winner's designated Machines+ account within three (3) working days after the winner has provided all required and valid details to the organizer.
- i. The RM200 Machines Voucher Prize will be sent to the winner via email in the form of a unique voucher code.
- j. The voucher code is redeemable in-store only at Machines stores.
- k. Each voucher code is valid for one (1) transaction only.
- l. The voucher code is valid for thirty (30) days from the date of issue.
- m. All prizes are non-transferable, non-refundable, and cannot be exchanged for cash or any other alternatives.

Personal Data Protection

In accordance with the Personal Data Protection Act 2010 (PDPA) of Malaysia, participants' personal data, including but not limited to name, email address, phone number, order number, and device IMEI, may be collected and processed solely for the purpose of administering and managing this campaign.

Such personal data will be handled in accordance with the Organizer's applicable privacy policy and the PDPA. Participants acknowledge and consent to the collection, use, and processing of their personal data for purposes relating to the campaign, including winner verification, notification, prize fulfilment, and announcement of winners.