



## EasyParcel Free Credits Terms & Conditions ("T&C")

### 1.0 Overview

- 1.1 These Free Credits Terms and Conditions ("T&C") govern the issuance, allocation and use of promotional credits ("Free Credits") provided by *EasyParcel Sdn. Bhd. (Company Registration No.: 201201044189 (1028666-H)) and EasyParcel Singapore Pte. Ltd. (Company Registration No.: 201605202W)* (collectively "EasyParcel", "we", "us" or "our") to eligible users or customers of EasyParcel platform ("Users" or "you").
- 1.2 Free Credits may be granted through various promotional or incentive programs, including, but not limited to:
- i. Early Bird Registration;
  - ii. Referral Commission;
  - iii. Voucher Promotion;
  - iv. Top-Up Bonus;
  - v. Free Shipment;
  - vi. Marketing Sponsorship;
  - vii. Marketplace Rebate;
  - viii. EasyParcel Sponsorship;
  - ix. Rebates; and
  - x. any other promotional campaigns introduced by EasyParcel from time to time.
- 1.3 By receiving or using Free Credits, users /customers acknowledge and agree that they are bound by these T&C, as well as EasyParcel's Terms and Conditions and our Privacy Statement and Notice at <https://easyparcel.com/my/tnc/> and <https://easyparcel.com/sg/tnc/>.

### 2.0 Eligibility

- 2.1 Free Credits are offered exclusively to our Users who have successfully registered on EasyParcel's platform and who meet the specific eligibility requirements set out for each promotion or campaign organised by EasyParcel.
- 2.2 Employees, directors, officers, agents, contractors, and representatives of EasyParcel and its affiliates, subsidiaries, and related corporations, as well as their immediate family members and household members, are not eligible to participate in or receive any Free Credits, unless expressly stated otherwise by EasyParcel in writing. If any free credits are granted to such individuals in error or in breach of these T&C, EasyParcel reserves the right to cancel, revoke, or reclaim such free credits at any time
- 2.3 EasyParcel may verify a user's eligibility and reserves the right to disqualify any user who does not meet the eligibility requirements or who engages in fraudulent or prohibited conduct, at its reasonable discretion.

### 3.0 Issuance of Free Credits

- 3.1 EasyParcel may, from time to time, provide Free Credits to its Users, either automatically or manually, as part of a promotion, campaign, incentive programme, or other initiative determined by EasyParcel.
- 3.2 EasyParcel shall determine the value of the Free Credits, the applicable usage conditions, and any additional requirements. Such details will be communicated to Users through the relevant promotion,



campaign materials, or on EasyParcel's platform. These terms may differ between promotions or campaigns.

- 3.3 Free Credits will be credited to the User's account on EasyParcel's platform and may only be used in accordance with the purposes and conditions specified by EasyParcel. Unless expressly stated otherwise by EasyParcel, Free Credits are non-transferable, non-refundable, and cannot be exchanged for cash or any other monetary value.

#### 4.0 Validity Period

- 4.1 Except where otherwise expressly stated by EasyParcel in writing, all Free Credits issued to a User shall remain valid for a period of **one (1) year from the date of issuance**, after which such Free Credits shall expire automatically.
- 4.2 The calculation of the validity period shall be based on the date of issuance as recorded in the User's account on EasyParcel's platform, which shall be deemed conclusive in the absence of manifest error.
- 4.3 Free Credits that have expired shall automatically be forfeited and shall not be redeemable, refundable, or transferable under any circumstances.
- 4.4 EasyParcel reserves the right, at its sole discretion, to modify, suspend, or terminate the Free Credits campaigns at any time, including changing the validity period of Free Credits. Any such modification, suspension, or termination shall not entitle the User to any compensation, refund, or claim.
- 4.5 For the avoidance of doubt, Free Credits are promotional incentives issued at EasyParcel's discretion, do not constitute cash, stored value, or legal tender, and may only be used in accordance with these T&C.
- 4.6 To the extent permitted under applicable law, EasyParcel shall not be liable for any loss, damage, or claim arising from the expiration, forfeiture, modification, or suspension of Free Credits.

#### 5.0 Expiry, Forfeiture and Write-Off

- 5.1 Free Credits issued by EasyParcel are promotional in nature, have no cash value, and must be used within the validity period specified at the time of issuance or as otherwise communicated by EasyParcel. Any Free Credits not utilised within the applicable validity period shall automatically expire.
- 5.2 EasyParcel may provide notifications or reminders regarding the impending expiry of Free Credits through EasyParcel's platform, email, or other communication channels. However, Users remain responsible for monitoring their Free Credits balance and applicable expiry dates.
- 5.3 Upon expiry of the applicable validity period, any unused Free Credits shall automatically lapse and be permanently forfeited. Expired Free Credits cannot be reinstated, refunded, transferred, or exchanged for cash, vouchers, or any other form of monetary or non-monetary consideration.
- 5.4 Without prejudice to Clause 5.3, EasyParcel reserves the right to cancel, deduct, write off, invalidate, or otherwise remove any Free Credits from a User's account where reasonably necessary, including where:
- a. the Free Credits were issued in error;
  - b. the User has breached these T&C or any applicable platform policies;



- c. the Free Credits were obtained through fraud, abuse, system manipulation, or suspicious activities;
- d. the relevant promotional campaign or programme has ended or been discontinued;
- e. required for operational, accounting, compliance, or legal reasons; or
- f. EasyParcel reasonably believes such action is necessary to protect the integrity or proper functioning of EasyParcel operations and EasyParcel's platform.

5.5 EasyParcel may revise or update the validity period or terms governing Free Credits from time to time. Any such changes will apply prospectively and will not affect Free Credits that have already expired or been validly redeemed prior to the effective date of the changes.

## 6.0 Non-Transferability and Non-Convertibility

6.1 Free Credits issued by EasyParcel are personal, limited, revocable, and non-transferable basis and may only be used by the registered account holder to whom they are allocated.

6.2 Free Credits are issued solely as a promotional incentive for use on EasyParcel's platform and Free Credits:

- a. do not represent money, deposits, stored value, electronic money, or any other form of regulated payment instrument;
- b. do not constitute property, legal tender, or a financial asset of the user; and
- c. do not create any fiduciary, custodial, or trust relationship between EasyParcel and the User.

6.3 Free Credits:

- a. are not redeemable or exchangeable for cash under any circumstances;
- b. may not be withdrawn, transferred, or credited to any other account;
- c. may not be sold, assigned, or otherwise disposed of in any manner; and
- d. may only be used in accordance with these T&C and any applicable promotional conditions.

6.4 For the avoidance of doubt, Free Credits do not constitute stored value, electronic money, or a payment service within the meaning of applicable laws or any equivalent payment services legislation.

6.5 Any attempted transfer, sale, conversion, or misuse of Free Credits in breach of this clause shall be null and void. EasyParcel reserves the right, at its sole discretion, to:

- a. cancel or revoke the Free Credits;
- b. suspend or terminate the relevant account; and
- c. take any other action reasonably necessary to prevent abuse of the promotional programme and/or the Free Credits.

EasyParcel shall not be liable for any loss arising from such cancellation or enforcement actions

## 7.0 Use of Free Credits

7.1 Free Credits granted by EasyParcel are issued on a promotional and discretionary basis and may only be used for transactions conducted through EasyParcel's platform that are expressly designated by EasyParcel as eligible for the use of such Free Credits. The use of Free Credits may also be subject to additional terms and conditions applicable to the relevant promotion, campaign, or offer.

7.2 EasyParcel reserves the right, at its sole discretion, to determine the manner in which Free Credits may be applied to any transaction on EasyParcel's platform, including but not limited to the order of deduction, method of application, and applicable limitations, where a User holds multiple Free Credit balances..

7.3 Free Credits have no cash value and cannot be exchanged for cash, transferred to other users, or used for any purpose not expressly permitted by EasyParcel.



7.4 To the fullest extent permitted under applicable law, EasyParcel shall not be liable for any loss, damage, or inability to use Free Credits arising from expiry, suspension, revocation, technical errors, or platform limitations.

## 8.0 Misuse and Abuse of Free Credits

8.1 EasyParcel may, at its sole discretion, suspend, cancel, or recover any Free Credits if it has reasonable grounds to believe that:

- a. the credits were obtained through fraudulent, deceptive, abusive, or unlawful conduct;
- b. the User has breached these T&C or any applicable terms and conditions of EasyParcel; or
- c. the credits were issued in error due to a system, technical, or administrative malfunction.

8.2 EasyParcel may, in addition to Clause 8.1, suspend, restrict, or terminate the User's account and access to EasyParcel's platform and/or its services if it reasonably considers such action necessary to protect the (i) protect the integrity, security, or operation of the platform; (ii) protect the rights or safety of other users; and (iii) safeguard EasyParcel's business interests

8.3 EasyParcel shall not be liable for any loss or damage arising from the suspension, cancellation, or recovery of Free Credits, or the suspension or termination of a user account, except where such loss or damage arises from EasyParcel's gross negligence or wilful misconduct.

8.4 Where reasonably practicable, EasyParcel will provide the User with notice of any action taken under this Clause and a reasonable opportunity to respond.

8.5 All actions under this Clause will be taken in accordance with applicable Malaysian and Singapore laws, including consumer protection requirements, and nothing herein shall be construed to waive any statutory rights of the user under such laws.

## 9.0 Updates

9.1 EasyParcel may, where reasonably necessary, and for any legitimate business or operational reason:

- a. modify, update, or replace these T&C;
- b. amend, suspend, or terminate any Free Credit program, promotion, or campaign; or
- c. adjust the value, usage rules, or eligibility criteria of Free Credits.

9.2 EasyParcel shall make reasonable efforts to notify Users of such changes through its platform, email, or other communication channels. Unless otherwise stated, modifications shall take effect no earlier than seven (7) days after notification.

9.3 Participation in any Free Credit program or continued use of EasyParcel's platform after notification of changes constitutes acceptance of the updated T&C or program rules.

9.4 In cases where a change materially affects a User's rights or Free Credits already granted, EasyParcel shall provide a reasonable period for Users to use or redeem such Free Credits before the change takes effect, except where immediate action is necessary to comply with applicable laws, regulations, or to prevent fraud or abuse.

9.5 Nothing in this clause shall limit EasyParcel's right to take immediate action in exceptional circumstances, including but not limited to regulatory compliance, security threats, or fraudulent activity.



## 10.0 Final Decision

EasyParcel reserves the exclusive right, at its sole discretion, to determine all matters relating to the issuance, eligibility, and use of Free Credits, including but not limited to the qualification, allocation, and withdrawal of such credits. Decisions made by EasyParcel shall be final and binding on all participants. While EasyParcel undertakes to exercise its discretion in good faith and reasonably, participants acknowledge that no correspondence, appeal, or claim in respect of such decisions shall be entertained, except to the extent that such rights are expressly conferred under the laws of Malaysia or Singapore.

## 11.0 Miscellaneous

- 11.1 To the fullest extent permitted by applicable law, EasyParcel makes no representations or warranties, whether express or implied, regarding the Free Credits, including but not limited to any warranties of merchantability, fitness for a particular purpose, or non-infringement. This disclaimer does not exclude or limit any statutory rights or remedies you may have under the laws of Malaysia or Singapore that cannot lawfully be excluded.
- 11.2 These T&C shall be governed by and construed in accordance with the laws of Malaysia, without regard to its conflict of laws principles. Any dispute, controversy, or claim arising out of or in connection with these T&C, including any question regarding their existence, validity, or termination, shall first be attempted to be resolved amicably through good faith negotiations between the Parties. If the Parties are unable to resolve the dispute through negotiation within thirty (30) days, the dispute shall be subject to the exclusive jurisdiction of the courts of Malaysia. Notwithstanding the above, if you access EasyParcel's services from Singapore, nothing in these T&C shall limit any rights you may have under the Singaporean Consumer Protection (Fair Trading) Act or other applicable laws.
- 11.3 You shall comply with all applicable laws, regulations, and rules in Malaysia and Singapore, including, without limitation, those relating to data protection and privacy (such as the PDPA 2010 (Malaysia) and PDPA Singapore), anti-bribery and anti-corruption (including the MACC Act 2009 and Singapore Prevention of Corruption Act), anti-money laundering, counter-terrorism financing, and any other laws that may govern your use of Free Credits or activities under these T&C, now or in the future; any failure to comply may result in suspension or termination of your Free Credits and/or access to EasyParcel's Platform, and if any provision of these T&C is held invalid, illegal, or unenforceable under Malaysian or Singapore law, it shall be severable and shall not affect the validity or enforceability of the remaining provisions, which shall continue in full force and effect as if such provision had never been included.
- 11.4 If any provision of these T&C is found to be invalid, illegal, or unenforceable under the laws of Malaysia or Singapore, such provision shall be deemed severable and shall not affect the validity, legality, or enforceability of the remaining provisions. The remaining provisions shall continue in full force and effect as if the invalid, illegal, or unenforceable provision had never been included.
- 11.5 You shall not assign, transfer, or subcontract any of your rights or obligations under the Free Credits and/or these T&C without our prior written consent. We, however, reserve the right to assign, transfer, or subcontract any or all of our rights and obligations under the Free Credits and/or these T&C at any time, without your consent, to:
  - i. any of our subsidiaries, affiliated, or related companies;
  - ii. any person or entity acquiring our equity, business, or assets; or
  - iii. any successor entity by way of merger or consolidation.



- 11.6 EasyParcel reserves the right, at its sole discretion, modify, update, or amend these T&C at any time without prior notice. Any such modifications, updates, or amendments will be posted on our Platform, and the most current version will be effective immediately upon posting. You are responsible for periodically reviewing EasyParcel's platform to stay informed of any changes. Your continued use of our products or services or free credits after any such changes constitutes your acceptance of the updated T&C, regardless of whether EasyParcel provides direct notification via email or otherwise.
- 11.7 Time shall be of the essence in respect of all obligations under these T&C that are subject to a specific time period, including but not limited to the use, expiry, or redemption of the Free Credits.
- 11.8 Our Platform may include links to third-party websites, resources, or services for your convenience or informational purposes only. We do not monitor, approve, or endorse the content of such third-party sites. Your use of these links is at your own risk and is subject to the privacy policies and terms of use of the respective third-party site. To the fullest extent permitted under Malaysian and Singapore law, A expressly disclaims any liability for any loss, damage, or inconvenience arising from your access to or reliance on such third-party sites, including but not limited to inaccuracies, errors, omissions, or interruptions in availability.
- 11.9 By accessing or using the Free Credits, or using EasyParcel's Services or Platform, whether as a customer or an authorised user under your account, you agree to comply with these T&C, including all applicable policies, guidelines, and any additional terms imposed by third-party courier partners, service providers, software providers, or relevant governmental, regulatory, or statutory authorities in Malaysia or Singapore. You are solely responsible for ensuring that all authorised users comply with these T&C and remain fully liable for any acts, omissions, or non-compliance by such users as if they were your own. Failure to comply may result in suspension, restriction, or disruption of access to the services or platform, and to the fullest extent permitted under Malaysian and Singaporean law, we shall not be liable for any loss, damage, cost, or consequence arising from or in connection with such suspension, restriction, or disruption.

**Updated as of 9 March 2026.**

**- End of EasyParcel Free Credits Terms and Conditions -**