



## RENAULT CUSTOMER REFERRAL PROGRAMME

### Terms & Conditions

1. The "Renault Customer Referral Programme" (hereinafter referred to "Referral Programme") is organized by TC Euro Cars Sdn Bhd.
2. Definitions:
  - Referee: Person who gives a reference
  - Reference: Person referred by a Referee
3. This Referral Programme is valid from 1<sup>st</sup> October 2024 till 31<sup>st</sup> December 2024. All references received till 31<sup>st</sup> December 2024 will be considered under the 'Referral Programme'.
4. A Referee must be an existing Renault vehicle owner.
5. A Reference can be given for any resident of Malaysia, age 18 years or older.
6. Each Referee can submit multiple References. For the submission to be valid, the referee will need to complete the 'Referral Programme' form in full.
7. TC Euro Cars team reserves the right to call the Reference person and confirm if he/she was referred by the concerned Referee.
8. In case the Referenced person completes the purchase of a Renault vehicle and takes delivery before the stipulated date, Renault team will contact the Referee and offer a token of RM1,800 Renault service voucher (subject to the following terms):
  - a. Applicable to all jobs conducted at authorized Renault Service Centres
  - b. Non-transferable (only applicable to customer and vehicle stated)
  - c. Applicable for usage within 24 months period with single usage for each RM500 voucher only
  - d. No refunds / no balance given if voucher not fully utilised
9. The Referee will be entitled for the token provided the Reference completes a Renault vehicle purchase and takes delivery of same on or before 31<sup>st</sup> December 2024, provided the booking period was between 1<sup>st</sup> October 2024 – 31<sup>st</sup> December 2024.
10. The Referee will be eligible for token if the Reference buys a new or pre-owned Renault vehicle from any outlet of TC Euro Cars in Malaysia.
11. In case the Reference purchases more than one Renault vehicle, the Referee will be entitled for one successful Reference only and will be eligible for only 1 (one) token.
12. In the case the Referee refers multiple References who purchases one Renault vehicle each, the Referee will be entitled to for 1 (one) token for each successful Reference.



13. Each Reference shall only have 1 (one) Referee only. The date of receipt of the 'Referral Programme' form shall be utilized as the official date of acceptance should there be any disputes.
14. The new vehicle purchase needs to be made by a resident individual in order to be considered as a successful Reference. Company, Government, Rent-a-Car or other commercial purchases are excluded from the program.
15. This programme cannot be combined with other on-going offers / incentive programmes.
16. The mobile number of the Reference person will be taken as the unique id. A Referee will not be able to register the same person or another person using the same mobile number.
17. In case the same person is referred by two or more individuals, using different mobile numbers, the mobile number given by the customer at the time of invoicing will be considered as final and the amount will be given to the concerned Referee.
18. The mobile number mentioned by the customer at the time of invoicing will have to match the mobile number provided by the Referee for the referral to be considered successful.
19. The token of the Referee is non-transferable, and cannot be redeemed or exchanged for credit or other merchandise.
20. TC Euro Cars will finalise the names of successful Referees and inform them over phone / email.
21. Unsuccessful Referees will not be informed over phone / email.
22. TC Euro Cars, retains the right to change/modify or terminate the referral program without any prior notice.
23. In case of any disputes, TC Euro Cars decision will be final.
24. For any clarifications please email [renault@tanchonggroup.com](mailto:renault@tanchonggroup.com)