

TERMS AND CONDITIONS
“SPECIAL OFFER AT TIKI
WITH HSBC CREDIT CARDS”

(This Terms and Conditions takes effect from 16 August 2021)

Customer is advised to note that participating in the Promotion program or accepting the promotional benefits offered by the program shall mean that Customer has read, understood and accepted this Terms and Conditions.

1. The “**Special offers at Tiki with HSBC Credit Cards**” Promotion (the “**Promotion**”) is applied at Tiki and takes effect from **16 August 2021 to 31 December 2021** (the “**Promotion Period**”)
2. This Promotion is applicable for customers who satisfy any and all the following conditions: (“**Eligible Customer**” or “**Eligible Cardholder**” or “**Cardholder**”)

2.1 Promotion is applicable for HSBC cardholders who are holding the following credit cards issued by HSBC Bank (Vietnam) Ltd. (“**HSBC**” or “**Bank**”) in Vietnam:

- HSBC Premier World Mastercard® Credit Card
- HSBC Visa Platinum Credit Card
- HSBC Visa Cash Back Credit Card
- HSBC Visa Classic Credit Card

(These credit cards shall be referred to as “**HSBC Credit Cards**” or “**Cards**”)

2.2 Holding Tiki membership accounts at www.tiki.vn or Tiki Application (“**Tiki**”).

3. This Promotion shall not apply for:
 - The Promotion is not applicable for HSBC Corporate Credit Card.
 - Cardholders will not be eligible for this Promotion if his/her Credit Card is delinquent, blocked.Note: Cardholders with card yet to be activated will have to activate their Cards prior to purchase.

4. Details of the Promotion:

4.1 Offer details (“Offer”):

Offer 1: Discount **VND 20,000** directly on spends of **VND 300,000** and above at website or Tiki application with HSBC Credit Cards

- Applicable from **9:00 AM to 11:59 PM** on Wednesday, Thursday, Friday every week (“**Promotional Day**”) during Promotion Period, based on Vietnam Time GMT+7 and Tiki system
- Applicable for the **first 150 Eligible Cardholders** on each Promotional Day.
- Maximum 4 times only in each calendar month during the Promotion Period.

Offer 2: Discount VND 500,000 directly on spends of VND 10,000,000 and above at Tiki Pro/ Mobile Phone – Tablet category at website or Tiki application with HSBC Credit cards

- Applicable from **9:00 AM to 11:59 PM** on Monday to Sunday in October, November and December (“Promotional Day”) during Promotion Period, based on Vietnam Time GMT+7 and Tiki system
- Applicable for the **first 100 Eligible Cardholders** on each Promotional Month.
- Maximum 1 times only in each calendar month during the Promotion Period.

4.2 How to enjoy the Offer:

- The Eligible Cardholder must sign in to their Tiki membership accounts or create a new account
- At the payment stage, the Eligible Cardholder is required to choose payment method by HSBC Credit Card to enjoy the Offer. The Discount of VND 20,000/ VND 500,000 (if applicable) shall be displayed automatically before Cardholder makes payment.

4.3 Eligible Cardholders may not receive the Offer if the Offers allocated for each Promotional Day run out.

4.4 Any remaining Offers from the previous Promotional Day will be accumulated for the following Promotional Day.

4.5 Full details of this Promotion shall be announced on HSBC's website (www.hsbc.com.vn), and Tiki from 16 August 2021 onwards.

4.6 The Offer is not applied to the following orders/ bills:

- Purchase of mobile sim, mobile card, and e-voucher
- Orders are applied in conjunction with other promotional programs and promotional codes applied at Tiki
- Orders are delivered by sellers
- Orders which signify abuse of the promotion or violate The Community Standard or Tiki Policy as stated [here](#), or do not meet all the requirements of this Promotion.

4.7 The Offer is not re-issued in case the order is cancelled or exchanged due to any reason.

4.8 The Promotion cannot be exchanged for cash, other products, or transferred in any form.

4.9 The Promotion only applies for retail customers. Tiki reserves the right to refuse the application of the Promotion to any purchase which appears or is proven to be made by traders.

4.10 The Eligible Cardholder shall be bound by the Terms and Conditions of this Promotion and of Tiki as stated [here](#).

4.11 Purchases at Tiki will be subject to terms and conditions of Tiki. All matters related to the Offer on Tiki, please contact Tiki for consultant. Other matters relate to Promotion, please contact HSBC for resolving.

- Hotline Tiki: 1900 6035 or email: hotro@tiki.vn
- HSBC Contact Center (operate daily from 8AM to 10PM): (84 28) 37 247 247 (the South) or (84 24) 62 707 707 (the North)

4.12 The Cardholders may be requested by HSBC to provide the financial invoice and relevant supporting documents to prove that the transaction is eligible. In case that the Cardholder does not or fails to prove that the transaction is eligible, he/she shall not enjoy the Promotion.

5. In case of any dispute arising out of or in connection with this Promotion, Tiki and HSBC shall resolve disputes in co-operation with customers. If the parties fail to reach an agreement, disputes shall be resolved at the competent courts in accordance with Vietnamese laws.
6. This Terms and Conditions shall be applied simultaneously with terms and conditions of Credit Card Cardholder Agreement.
7. This Terms and Conditions is subject to changes at any time as HSBC and Tiki may deem fit. Changes (if any) shall be notified or registered in accordance with the relevant laws and updated on website of HSBC and Tiki prior to application.
8. This Terms and Conditions is made in Vietnamese and english. In case of any discrepancy or inconsistency between the English version and Vietnamese version, the Vietnamese version shall prevail.