

TERMS AND CONDITIONS**“OFFER AT SHOPEEFOOD WITH HSBC CREDIT CARDS”**

(This Terms and Conditions takes effect from 05/05/2023)

Customers are advised to note that participating in the Promotion program or accepting the promotional benefits offered by the program means that Customer has read, understood and accepts these Terms and Conditions.

1. The “**Offer at ShopeeFood with HSBC Credit Cards**” Promotion (the “**Promotion**”) is applicable at ShopeeFood and takes effect from **05/05/2023 to 28/02/2024** (the “**Promotion Period**”)

2. This Promotion is applicable for customers who satisfy all of 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 Cardholder spends during Promotion period and satisfy all of conditions given below in Clause 4.

3. This Promotion shall not apply for:

- a) The Promotion is not applicable for HSBC Corporate Credit Card.
- b) Cardholders will not eligible for this Promotion if his/her Credit Card is delinquent, blocked.

4. Details of the Promotion:

4.1 Offer details (“Offer”):

During Promotion Period, from **00:00 AM to 23:59 PM** on every day based on Vietnam Time GMT+7 and ShopeeFood System, the first 50 Eligible Cardholders of each day will receive a **direct discount of 20,000 VND** for orders valued from **100,000 VND** (excluding shipping fee) when completing the earliest order payment on the ShopeeFood website and App and pay by HSBC Credit Cards.

4.2 How to enjoy the Offer:

- The Eligible Cardholder must sign in/sign up their ShopeeFood membership accounts
- 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 shall be displayed automatically before Cardholder makes payment

- 4.3** Each Eligible Cardholder (based on HSBC Credit Card information and account registered for purchase on ShopeeFood) may only receive the Offer maximum one (1) time only in each calendar month during the Promotion Period.
- 4.4** Eligible Card Holder may not receive the Offer if the Total code allocated to this Promotion run out or total Promotion budget has been exhausted (whichever come first).
- 4.5** Offer applies to all products and services of ShopeeFood and Shopee Fresh and ShopeeFood orders on Shopee mobile app.
- 4.6** If the Promotion code of the previous day is not used up, it will be accumulated to the next day, the unused code of the previous week will be added to the next week. All will be accumulated for the next program.
- 4.7** Information about this Promotion will be fully published on HSBC website (www.hsbc.com.vn) and ShopeeFood website from 05/05/2023.
- 4.8** Eligible Transactions (“Eligible Transaction”) do not include:
- Orders are applied in conjunction with other promotional programs and promotional codes applied at ShopeeFood
 - Orders signify abuse promotions or violate The Community Standard or ShopeeFood Policy at here, or do not meet all the requirements of this Promotion.
- 4.9** The Offer is not re-issued in case the order is cancelled or exchanged due to any reason.
- 4.10** The Promotion cannot be exchanged for cash, other products, or transferred in any form.
- 4.11** The Promotion only applies for retail customers. Shoppe reserves the right to refuse the application of the Promotion to any purchase which appears or is proven to be made by traders.
- 4.12** The Eligible Cardholder shall be bound by the Terms and Conditions of this Promotion and of ShopeeFood at [here](#)
- 5.** In case of force majeure, the early termination of the Program will be publicly notified by HSBC to the customer and the respective local regulator in charge of commerce. A force majeure event is an event that occurs objectively, which cannot be foreseen and cannot be remedied even though all necessary and permissible measures have been applied. Force majeure events include but are not limited to earthquakes, hurricanes, floods, wars, strikes, layoffs, riots, epidemics, quarantines, technical problems, any government or government action any policy affecting the implementation of the Program or other objective events that cannot be foreseen and cannot be remedied despite all necessary and permissible measures have been taken.
- 6.** The purchase of goods and services at ShopeeFood will be subjected to ShopeeFood's terms and conditions. For questions related to ShopeeFood's purchases, Cardholders contact ShopeeFood for guidance and resolution. For any other questions or complaints related to the Program content, the Cardholder should contact HSBC for resolution.
- 7.** Purchases at ShopeeFood will be subject to terms and conditions of ShopeeFood. All matters related to the products/ services on ShopeeFood, please contact ShopeeFood for consultantion. Other matters relating to the Promotion, please contact HSBC for resolution.

- Hotline ShopeeFood: 028 71096879 hoặc Email: support@shopeefood.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)
- 8.** HSBC is not a supplier of ShopeeFood's products, goods or services. ShopeeFood is responsible to the Cardholder for the products, goods and services provided by ShopeeFood or ShopeeFood's partners. In case the parties fail to reach an agreement, the dispute will be resolved in accordance with Vietnamese law at a competent court. In case of any dispute arising out of or in connection with this Promotion, 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.
 - 9.** These Terms and Conditions shall be applied simultaneously with terms and conditions of Credit Card Cardholder Agreement.
 - 10.** These Terms and Conditions are subject to changes at any time as HSBC and Foody may deem fit. Changes (if any) shall be notified or registered in accordance with the relevant laws and updated on website of HSBC prior to application.
 - 11.** These Terms and Conditions are made in Vietnamese and english. In case of any discrepancy or inconsistency between the English version and Vietnamese version, the Vietnamese version shall prevail.