

## **FAQ: JOM SERVICE WITH HAVOLINE! PROMOTION**

1. What is 'Jom Service with Havoline! Promotion'? and what are the benefits of joining this program?  
'Jom Service with Havoline! Promotion' is a promotion where a private car owner that services his/her car at any Havoline Branded workshops or AutoPro workshops are eligible to enjoy the following offers:
  - **Buy 3, Free 1** for any of these products :
    - a) Havoline® ProDS Fully Synthetic LE SAE 5W-40 (4L)
    - b) Havoline® Pro DST™ Fully Synthetic ECO 5 SAE 5W-30 (4L),OR
  - **Buy 4, Free 1** for any of these products :
    - a) Havoline® Synthetic Blend SAE 10W-40 (4L)
    - b) Havoline® Pro DST™ Fully Synthetic ECO 5 SAE 0W-20 (4L)
    - c) Havoline® Synthetic Blend SAE 5W-30 (4L)
2. What are the criteria to join this 'Jom Service with Havoline!' promotion?  
You must be a car owner with a valid driving license and above 18 years old of age as at 1<sup>st</sup> May 2021. 'Jom Service with Havoline!' is only available to private car drivers with vehicles for personal use only.
3. Is this Jom Service with Havoline! Promotion available nationwide?  
Jom Service with Havoline! is available at participating Havoline Branded/Autopro Workshops in Peninsular Malaysia and East Malaysia (Sabah and Sarawak).
4. How long is the validity of this 'Jom Service with Havoline!' Promotion?  
Jom Service with Havoline! Promotion is valid from 1<sup>st</sup> May until 31 Dec 2021 or while stocks last.
5. Where can I service my car(s) in order to join this Jom Service with Havoline! Promotion?  
Car(s) can be serviced at any participating Havoline Branded/Autopro Workshops in Peninsular Malaysia and East Malaysia (Sabah and Sarawak). Refer to the location of the workshops here: <https://www.caltex.com/my/motorists/products-and-services/havoline-autopro-workshops/find-havoline-workshops>
6. Can I change the Caltex Havoline engine oil that I used within my service cycle?  
Yes, you can although it is not recommended. However, kindly note that by changing the engine oil variant throughout your service cycle, the free oil rewarded will be the lowest in value from your previous selected engine oils.
7. If my service cycle has exceeded the promo period, can I still redeem my FREE bottle?  
To redeem a FREE bottle, the service cycle must be within the promotion period from 1 May until 31 Dec 2021.

8. Can I change my workshop within a service cycle?  
No, you can't. Recommended to continue your car service at the same workshop to be eligible for the Free Engine Oil.
9. Can I bring my own Caltex Havoline engine oil for the service?  
You will not be eligible for the 'Jom Service with Havoline!' promotion if you bring your own Caltex Havoline engine oil.
10. Can I redeem the FREE bottle with other engine oils or exchange it for cash?  
The FREE bottle cannot be substituted with any other engine oil or exchanged for cash.
11. How can I submit my participation to enjoy this promotion?  
To participate, please follow these steps:
1. Scan QR Code provided in the poster 'Jom Service with Havoline!' Promotion and fill up the required details
  2. Add car registration number
  3. Insert workshop Name
  4. Select type of engine oil
  5. Upload receipt
12. How long will my Free Engine Oil redemption be valid?  
The Free Engine Oil redemption is valid for 6 months after the e-voucher is received. If the participating Havoline Branded/Autopro Workshops fails to verify the Free Engine Oil redemption within 5 days, you may contact the event organizer via Whatsapp at +6010-2690159 (Monday to Friday, 9am–5pm), excluding Public and State Holidays for support. For any enquiries relating to this Promotion, please call our Caltex Customer Service Centre at 1 800 88 3169.
13. What if the workshop rejects my Free Engine Oil redemption?  
You may contact the event organizer via Whatsapp at +6010-2690159 (Monday to Friday, 9am–5pm), excluding Public and State Holidays for support. For any enquiries relating to this Promotion, please call our Caltex Customer Service Centre at 1 800 88 3169.
14. What if I submitted the wrong information?  
You may contact the event organizer via Whatsapp at +6010-2690159 (Monday to Friday, 9am–5pm), excluding Public and State Holidays for support. For any enquiries relating to this Promotion, please call our Caltex Customer Service Centre at 1 800 88 3169.
15. What if I need to edit my car information?  
You may contact the event organizer via Whatsapp at +6010-2690159 (Monday to Friday, 9am–5pm), excluding Public and State Holidays to change or edit the registered car information for further assistance.

16. What if I need to change my mobile number?

You may contact the event organizer via Whatsapp at +6010-2690159 (Monday to Friday, 9am–5pm), excluding Public and State Holidays to change or edit the registered mobile number.

17. Can I add a car that is not registered under my name in Jom Service with Havoline! Promotion?

Yes. You may only register your own car(s) under your account and will capped at two (2) cars per user per submission.

18. Can I transfer my FREE engine oil to another member/person?

No. The FREE bottle is non-transferable.

19. How many bottles can I submit for this Jom Service with Havoline! promotion within the same day?

You may submit a maximum of 2 bottles within the same day for the same car.

20. If my customer requires 2 bottles to service their car each time, can they claim the FREE oil in the second service?

Yes, your customer may claim the FREE oil upon meeting the requirements in the terms and conditions. For the second service, the customer can submit proof of purchase of the participating product, and after this, they will be getting a message prompting them that the following bottle will be FREE. Your customer may redeem it accordingly by repeating the same process and this time only the entitled oil variant will be selectable.

21. If I require 2 bottles to service my car each time, can I claim the FREE oil on the second visit?

Yes, you may claim the Free Engine Oil once you receive the e-vouchers.