

General Information on Air Selangor Report Leaks Campaign

1. Air Selangor Report Leaks Campaign ("**this Campaign**") is organised by Pengurusan Air Selangor Sdn. Bhd. ("**Air Selangor**").
2. This Campaign starts on **1 January 2024** and ends on **31 December 2024** ("**Campaign Period**"). Any entries received before 12.00 am on 1 January 2024 and after 11.59 pm on 31 December 2024 will not be accepted.
3. Air Selangor has the right to extend, change or postpone this Campaign without any prior notice. Unless otherwise stated, all participants shall have to abide by the terms and conditions in the event this Campaign is extended, changed or postponed for any reason whatsoever.
4. Air Selangor has the right at its sole and absolute discretion, to vary, add, change, remove or amend the terms and conditions of this Campaign without any prior notice.

General Qualifications

1. This Campaign is open to all Air Selangor consumers who have made one (1) or more reports of pipe leak/pipe burst/meter leak/illegal tapping complaint through the Air Selangor mobile application during the Campaign Period.
2. Air Selangor employees are not eligible to take part in this Campaign.

Terms and Conditions of Participation

1. To participate, the following steps are to be followed:-
 - **Step 1** : Download Air Selangor mobile application.
 - **Step 2** : Report pipe leak/pipe burst/meter leak/illegal tapping complaint via Air Selangor mobile application.
2. The following will render an individual's report to be invalid and will render the individual's participation in this Campaign void immediately without any prior notice:
 - failure to comply with any of the terms and conditions of this Campaign; and
 - deliberately caused or to be caused the pipe leak/pipe burst/meter leak/illegal tapping with the intention to participate in this Campaign.

Winner Selection

The winner will be chosen based on the following criteria:-

- **Layer 1:** Air Selangor consumers who have made one (1) or more reports via Air Selangor mobile application during the Campaign Period; and
- **Layer 2:** the reports made as in Layer 1 must be among the first 2,000 reports received for the month during the Campaign Period through the Air Selangor mobile application; and
- **Layer 3:** the report has been verified and attended to by Air Selangor as the report was received.

Prize Terms and Conditions

1. The prizes will be in the form of a reload pin worth RM5.00 for each report that meets the criteria stated above.
2. The winners will be informed via SMS.
3. Each participant can win more than one (1) reload pin during the Campaign Period.
4. The reload pin can only be reloaded once.
5. The reload pin is not for sale, non-refundable and is not exchangeable for cash under any circumstances.
6. The reload pin is not valid with other offers and promotions.
7. The reload pin is valid for one (1) year upon issuance.

General Terms and Conditions

1. By participating in this Campaign, the participant has read and understood the terms of Air Selangor Privacy Policy ("**Privacy Policy**") and hereby agreed that his/her personal data shall be processed in accordance with the Privacy Policy. The Privacy Policy can be referred to at <https://www.airselangor.com/privacy-notice/>
2. By participating in this Campaign, the participant agrees to waive any liability, loss, right to damages and any kind of claims and actions resulting from the receipt, possession, use or misuse of the prize or any prize-related activities with regard to, without limitation, injury, death and property damage.
3. Prior to participating in this Campaign, the participant shall be responsible for ensuring that his/her information and details are updated and accurate through the Air Selangor website.
4. Any entries received after the Campaign Period has ended will not be accepted. No appeals will be entertained.
5. Air Selangor is not responsible for any late, lost or ineligible entries due to any reason whatsoever.
6. Air Selangor is not responsible for any report that has been verified as invalid or has been made fraudulently.
7. Air Selangor reserves the right to disqualify any selected winner if there is any breach of the terms and conditions of this Campaign. Air Selangor reserves the right to cancel false entries or entries that are suspected to be false at any time throughout the Campaign Period.

8. Air Selangor's decision in any matter relating to this Campaign shall be final and conclusive. Any appeal or review shall not be entertained.
9. Air Selangor reserves the right to vary, amend and/or change the process, prize(s) and terms and conditions of this Campaign, as well as other aspects of this Campaign throughout the Campaign Period without any prior notice.
10. Air Selangor, its employees and other parties involved in organising this Campaign shall not be responsible for any of the following incidents:-
 - (a) interference from parties who are not involved throughout the Campaign Period;
 - (b) any technical errors related to registration and participation; and
 - (c) any losses directly or indirectly caused by the participation of the participants in this Campaign.
11. Air Selangor reserves the right to cancel any registrations that are inconsistent with the process and operation of this Campaign or in violations or attempts to violate any of the terms and conditions of this Campaign.
12. Air Selangor reserves the right to refuse, change or suspend any registration for this Campaign if unexpected and/or out-of-control circumstances occur.
13. By participating in this Campaign, the participant has agreed that he/she is required to hold a photography and videography session with Air Selangor, and hereby consents that Air Selangor use the photography and videography for its promotion, advertising or any other purposes that Air Selangor deems fit. Air Selangor shall have the right to publish any photographs, videos or details of the participant in print or electronic media for promotional, advertising, publicity and announcement purposes without royalties and/or payment.

Reminder: The terms and conditions of this Campaign are provided in Malay and English languages. If there are any differences between the two versions, the English version shall prevail. For more information on this Campaign, you can contact Air Selangor through Air Selangor's official Facebook page.