

TNT BOOMERANG REWARDS PROGRAM

FREQUENTLY ASKED QUESTIONS

1. What is the Boomerang program?

Boomerang is an appreciation program specifically designed to reward our loyal customers.

For each Ringgit spent with TNT, one Boomerang point will be awarded to the registered Boomerang member account

2. How to participate in this Boomerang rewards program?

Please note that this program is open to selected customers invited via email. The eligible customer must register online at www.tntboomerang.com.my.

3. When does registration start?

Registration period starts from **August 5, 2019**.

4. How do I receive my user-name and password?

Once you have submitted your registration details via Boomerang website, your registration will takes 1- 3 working days subject for approval

5. How do I earn points?

You will earn points every time when you complete an eligible TNT Express shipments transaction (only freight cost will be converted into points). Every RM 1 spent equals to 1 Boomerang point (RM1=1 Boomerang point). Reward points will not be given prior to your registration date of this program.

6. How do I check my Boomerang points and redemptions?

Login to the Boomerang reward homepage and click on the "Detail" text box at the top left panel to check your points. Kindly note your Boomerang points will be updated once a month during the Boomerang Program period. For example, Boomerang points earned through shipments made in September 2019 will be uploaded in the 2nd week of the month in October 2019.

7. When is the last day I can accumulate Boomerang points?

The last points of accumulation date are **February 14, 2020**. There will be no more points uploaded to you after the date. However, you may continue to ship with TNT.

8. Do my points expire?

Boomerang points will expire after **March 6, 2020**. The Boomerang redemption system will be closed on this date. Points that are not redeemed by **March 6, 2020** will be forfeited without notice.

9. When will I receive my redeemed rewards?

Subject to stock availability, please allow up to 5 weeks for delivery of redeemed merchandise items. Should an item be out-of-stock, we will contact you again to advise the soonest delivery date. Free Delivery of redeemed merchandise only available for deliveries within Malaysia.

10. Can I cancel my redemption?

No. A redemption cannot be cancelled once submitted.

11. Is it possible to change the shipping/delivery address after I place an order?

You are advised to verify your address details before submitting your order. We cannot change the shipping/delivery address after redemption is submitted.

12. Can I use multiple accounts' point to redeem?

No, all points used for redemption must be deducted from a single Boomerang rewards account.

13. What is your return policy?

If the redeemed item received is faulty or damaged, please inform and email TNT at tntboomerang@fedex.com within 3 working days from the date of receipt of the redeemed item. TNT reserves the right to replace the faulty reward with other items of equivalent value without notice.

In order to obtain an authorization for return, you must return the original item in unused condition. Once a return is authorized, we will provide additional instructions for replacement and subsequent re- shipping of the item.

14. Can I exchange or transfer my points?

Rewards/points are not transferable or exchangeable and cannot be converted into cash.

15. What if I forgot my Boomerang password?

On Boomerang rewards homepage, please click the “**Forgot your password**” button, fill in the form, and click “submit”. The auto reset password will be send to your email.

16. Can I edit or change my registration profile?

No, you can only view the registration profile. Should there be any updates on the registration profile, please email your request to tntboomerang@fedex.com

17. How do I contact Boomerang rewards program?

If you have any enquiries related to Boomerang, please email to tntboomerang@fedex.com