

Senoko Energy 2025 - OGAWA Estilo XE Back Seat Massager GIRO Promotion Terms & Conditions

1. These terms and conditions shall apply to the promotional code (“Promo Code”) **“GIROLTD9”** provisioned by Senoko Energy Supply Pte Ltd.
2. The Promotion Period is from **2 Jun 2025 to 7 Oct 2025**, both dates inclusive or while stocks last basis.
3. The Promo Code is applicable to **New Sign-Ups and Renewal of Senoko Energy’s 24-month fixed rate, peak & off-peak rate, discount-off tariff and discount plans.**
4. The Promotion is limited to one redemption per customer and not applicable in conjunction with other promotions, unless otherwise stated.
5. For the avoidance of doubt, this promotion is not applicable to existing Senoko Energy customers with service contracts that are auto-renewed.
6. Promo Code cannot be applied to previous residential sign-ups except for Senoko Energy customers who are able to renew his/her contract. In such a case, the Promo Code will be applied on the renewal contract.
7. Under this promotion, an eligible Senoko Energy customer can get a **complimentary OGAWA Estilo XE Back Seat Massager (in Black) worth \$498 (“Gift”)** if he/she fulfils all the following:
 - a. Be the **first 103 customers** to sign up or renew via self-help online channels for a **twenty-four (24) months** Senoko Energy residential electricity price plan (“Senoko Energy Plan”) within the Promotion Period
 - b. Apply the Promo Code **“GIROLTD9”** (“Promo Code”) at checkout page, prior to completing the new sign up or renewal process
 - c. Successfully sets up payment for the Senoko Energy Plan on a **recurring basis through GIRO**, by the relevant stipulated dates in Table 1 below
 - d. **retain GIRO recurring payment arrangement** throughout the full contractual period, or up to the next renewal with Senoko Energy, whichever is applicable.

Sign Up Period	Recurring Set Up Date	Estimated Period to Receive Gift
2 Jun – 30 Jun 2025	By 31 Jul 2025	Between Oct 25 – Feb 26
1 Jul – 31 Jul 2025	By 31 Aug 2025	Between Nov 25 – Mar 26
1 Aug – 31 Aug 2025	By 30 Sep 2025	Between Dec 25 – Apr 26
1 Sep – 30 Sep 2025	By 31 Oct 2025	Between Jan 26 – May 26

Table 1- Recurring Payment Set-Up Dates

8. An eligible Senoko Energy customer who has fulfilled the requirements above shall receive a redemption email within 30 working days from the issuance of their third (3rd) billing, based on the

start date of the new Senoko Energy contract.

9. Customers are responsible for checking their email inboxes, including junk and spam folders for the redemption email. Emails may be misdirected by the customer's email service provider. If an eligible customer has changed their email address tagged to their Senoko Energy account, configured settings that block emails from Senoko energy, or previously unsubscribed from marketing communications, this may result in non-receipt of the redemption email and Senoko Energy shall not be held responsible for any failure in email delivery arising from such circumstances.
10. The Gift must be redeemed within one month from the redemption email date. After this period, any unredeemed Gift will be forfeited and shall not be entitled to any payment or compensation whatsoever from Senoko Energy.
11. If a customer is unable to redeem the Gift in person, an authorization letter must be presented at selected OGAWA retail outlets for redemption. Some personal data provided by the customer will be disclosed to OGAWA, for the sole purpose of administering the Gift.
12. Customers must complete the full contractual period to be eligible for the Gift. Early termination of the contract may result in the Gift being revoked.
13. The Gift is strictly non-exchangeable, non-refundable, and non-redeemable for cash or credit or otherwise.
14. The Gift's warranty shall be subjected to manufacturer's (OGAWA) warranty policy.
15. Senoko Energy is not an agent of OGAWA. Any dispute regarding the quality or service standard must be resolved directly with OGAWA. Senoko Energy will not assume any liability or responsibility for the acts of the merchants or any defects in products or services offered in this promotion.
16. Standard terms and conditions of Senoko Energy, and product terms governing the electricity price plan applies.
17. Senoko Energy reserves the right to vary, modify, add or delete any of these terms and conditions, including terminating, shortening, extending or withdrawing the Promotion, without prior notice or reason.