



JOJO COMPENSATION FUND SCHEME – TERMS & CONDITIONS

The **JOJO COMPENSATION FUND SCHEME** (“Compensation Fund”) is offered by STARPET JOJO SDN BHD (Registration No. 202101005131/1405430-A) (“JOJO”) and shall subject to the Terms and Conditions herein.

1. Eligibility

This Compensation Fund is automatic offered to all the registered user of the JOJO apps called JOJO Pets (Apps”) customers who have not been previously disqualified in any of the claims and/or blacklisted by JOJO. (“Eligible User”).

2. Duration of the Scheme

From time to time until and unless JOJO shall decides to terminates the Compensation Fund (“Period”)

3. Eligible Transaction

Each Eligible User are required to perform any order via the Apps (“Eligible Transaction”) and the relevant Eligible User shall be automatically eligible under this Compensation Fund.

4. CLAIM

- a) There is two type of Claim under the Compensation Fund.
 - i. Maximum of USD 350 for medical and treatment claim for the pets in the event of any accident happened during the transportation of the pets by JOJO; or
 - ii. Maximum of USD 2,000.00 in the event that the pets died during the transportation, subject to the breed of the pets where the death of the pets happened during the transportation of the pets by JOJO
- b) For avoidance of doubt, the claim for any medical and treatment claim shall only be made with the condition that the pets were sent to the veterinary clinic recognised and/or appointed by JOJO.

5. PROCEDURE

- a) All Eligible User shall submit a complain form via JOJO’s Apps or through our customer service and stipulated the summary of the accident;
- b) JOJO shall require a period of 21 days in order to finalize all the investigation of the investigation.
- c) During the investigation, JOJO shall reserves all their rights to obtain any further information, including but not limited to type of breed, health condition, and other information with regards to the pets in order to complete the investigation.



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- d) JOJO shall provide all the Eligible User of the decision of the claim and the decision by JOJO shall be final.
- e) JOJO shall not entertained any further appeal unless there is other evidence which shall not be available during the 21 days' investigation period.

6. SUCCESSFUL CLAIM

- a) Any Eligible User which are eligible and qualify to claim the Compensation Fund shall receive the compensation sum within 21 days from the date of the decision and/or the date that JOJO received the bank's detail of the Eligible User.
- b) JOJO may reserves their rights to verify the identity of the account holder and the name of the bank account holder shall be the same with the name registered with the JOJO apps and/or upon any proof of ID.
- c) In the event of any evidence of fraud and/or misrepresentation surface after the process of payment of the compensation sum, JOJO may reserve the full rights to make a police report for cheating and/or take legal action and to claim the compensation sum, damages and also legal fees in taking the legal actions against the Eligible User.
- d) Any Eligible User who has successfully in claiming the Compensation Fund shall not constitute of any admission of liability or fault by JOJO.

7. DISQUALIFY

Eligible User acknowledge and agree that JOJO reserves the rights to disqualify any user to claim the Compensation Fund if:

- a) The participant is found or suspected of creating fraud and/or misrepresentation claim; or
- b) The participant is found or suspected of undertaking fraudulent activities or other activities; or
- c) The participant has been disqualified from previous claim by JOJO; or
- d) The participant is in breach of its obligations or any Terms and Conditions of this scheme.

8. GENERAL TERMS AND CONDITIONS

- a) JOJO shall not be responsible or held liable in respect of technical failures of any kind whatsoever, intervention, interruptions, and/or electronic or human errors in the administration and/or processing of the transaction performed via the Apps provided the same is not caused by JOJO.
- b) JOJO reserves the right to withdraw, cancel, suspend, extend or terminate this Compensation FUnD earlier in whole or in part and reserves the right to modify any of the terms and conditions contained herein, from time to time by giving at least minimum of seven (7) days prior notice thereof.



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- c) In addition, and without prejudice to the terms in the JOJO’s Privacy Policy, Eligible Participants agree and consent to his/her personal data or information being collected, processed and used by JOJO for:
- i. the purposes of the scheme; and
 - ii. marketing and promotional activities conducted by JOJO, including but not limited to any form of advertising or publicity media and materials such as audio and/or visual recordings published through newspapers, television networks, radio stations or online and digital media and on the Internet. Marketing and promotion activities include without limitation the use and/or publication of any details provided in and/or in connection to the entries, interviews material as well responses and related photographs.
- d) JOJO may disqualify/reject any Eligible User who does not comply with the terms and conditions stated herein and/or are found or suspected to be file a fraud claim with the scheme and/or its process or the operations of this scheme which includes fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the scheme.

9. LAW

The Terms and Conditions of this scheme shall be governed by and construed in accordance with the laws of Malaysia. The Eligible User hereby consents to the exclusive jurisdiction of the courts of Malaysia.