

MESRA RETAIL & CAFE SDN BHD
“CAFÉ MESRA 2026 COFFEE MONTH PROMOTION”
TERMS AND CONDITIONS

1.0 Organizer:

1.1 Mesra Retail & Café Sdn Bhd (“Café Mesra”) is the organizer of this “CAFÉ MESRA 2026 COFFEE MONTH” (“Promotion”).

1.2 The following terms and conditions apply in respect of this Promotion. By participating in this Promotion, you agree to be bound by these terms and conditions, including any term which may have been amended from time to time, without limitation or qualification.

2.0 Eligibility:

2.1 This Promotion is targeted to all Café Mesra’s customers in Malaysia only. This Promotion is open to Café Mesra customers who fulfill ALL the below requirements:

- a) Make payment using cash, credit/debit card or SETEL in 1 single receipt.
- b) Promotion valid while the stock lasts.

3.0 Promotion Period:

3.1 Unless otherwise notified by Café Mesra, the Promotion will be conducted on 28th September 2026 until 25th October 2026 (“Promotion Period”), both dates inclusive.

4.0 Promotion Mechanics

4.1 To be eligible for the Promotion, Participants are required to make purchases as follows:

4.1.1 All Café Mesra Outlets (except Kopetro)

No	Mechanics	Duration	Terms & Conditions
1	(LTO HCB) BUY 1X FREE 1X OF SALTED CARAMEL COOKIE CLOUD / BUTTERSCOTCH MACCHIATO	28 th September until 25 th October 2026	a) Valid from 28 th September 2026 until 25 th October 2026
			b) Applicable at all Café Mesra (Corporate) and selected Café Mesra (Franchise) outlets except Kopetro. While stocks last.
			c) Applicable for Salted Caramel Cookie and Butterscotch Macchiato in Hot (12OZ, Regular) and Iced (20OZ, Large) only.
			d) Other optional customisations beyond the recipe to the beverage are subjected to additional charges.
			e) Promotional Combos are only applicable for purchases within the same receipt.

2	(COMBO) BUY 1X SIGNATURE MESRA LATTE AND 1X JUMBO BUTTER CROISSANT AT RM12.90	28 th September until 25 th October 2026	a) Valid from 28 th September until 25 th October 2026.
			b) Applicable at all Café Mesra (Corporate) and selected Café Mesra (Franchise) outlets except Kopetro. While stocks last.
			c) Applicable for Hot Signature Mesra Latte (8OZ, Small) only.
			d) Other optional customizations beyond the recipe to the beverage are subjected to additional charges.
			e) Applicable for purchase of Jumbo Butter Croissant only.
			f) Promotional are only applicable for purchases within the same receipt.
3	(EVERGREEN COMBO) BUY 1X LATTE/AMERICANO AND 1X MEXICO BUN AT RM9.90	28 th September until 25 th October 2026	a) Valid from 28 th September until 25 th October 2026
			b) Applicable at all Café Mesra (Corporate) and selected Café Mesra (Franchise) outlets except Kopetro. While stocks last.
			c) Applicable for Latte/Americano (8OZ, Small) only
			d) Other optional customisations beyond the recipe to the beverage are subjected to additional charges.
			e) Applicable for purchase of Mexico Bun only
			f) Promotional are only applicable for purchases within the same receipt.
4	(LTO HCB) LIMITED TIME OFFER HANDCRAFTED	28 th September until 25 th October 2026	a) Valid from 28 th September until 25 th October 2026
			b) Applicable at all Café Mesra (Corporate) and selected Café Mesra (Franchise) outlets except Kopetro. While stocks last.
			c) Applicable for:
			i) Hot Salted Caramel Cookie Cloud (12OZ, Regular)
			ii) Iced Salted Caramel Cookie Cloud (20OZ, Large)
			d) Other optional customisations beyond the recipe to the beverage are subjected to additional charges.
			f) Promotional are only applicable for purchases within the same receipt.

5.0 Miscellaneous

5.1 All recipients shall be bound by further terms and conditions as determined by by Mesra Retail and Café Sdn. Bhd. (MRCBS) at its sole discretion.

5.2 MRCBS reserves the right at any time at its absolute discretion, without prior notice, to substitute any of the rewards with other items of similar or higher value.

5.3 MRCBS reserves the right to choose the specifications of the rewards and MRCBS 's decision on this matter is final.

5.4 By entering or participating in the Promotion, Participants hereby fully and unconditionally agree and accept all the terms and conditions herein contained and agree that

the decisions of MRCSB regarding the Promotion and all matters relating to or in connection thereto are final and binding and no such queries, appeals or correspondences will be entertained.

5.5 MRCSB reserves the right to cancel, shorten, extend, suspend, or terminate the Promotion at any time prior to the expiry of the Promotion Period without prior notice to Participants. For the avoidance of doubt, any cancellation, extension, suspension, or termination of the Promotion at any time prior to the expiry of the Promotion Period shall not entitle the Participants to claim any compensation from MRCSB for any and all losses or damages suffered or incurred by the Participants as a result of the said cancellation, extension, suspension or termination. MRCSB also reserves the right to amend, modify, delete, or change any of the terms and conditions herein contained at any time at its absolute discretion without prior notice. Continued participation in the Promotion following any such changes and/or amendments shall constitute the Participant(s) unconditional acknowledgment, understanding, agreement and acceptance of such changes in respect of the Terms and Conditions.

5.6 MRCSB reserves the right to use the names, addresses, photographs, information, and documents of the Participants and/or recipients as materials in advertisements and other form of publicity for the current and future marketing purposes from time to time without prior notice to the Participants and/or winners and the Participants and winners shall not claim ownership of the material. Participation of the Participants in the Promotion constitutes their consent to such use, without further notice, payment, or consideration.

5.7 MRCSB shall not be held responsible or liable for any claims of loss or damage to property or personal injury or loss of life by the Participants, winners and/or any party resulting from or arising out of or in connection with this Promotion or the rewards given under this Promotion.

5.8 These terms and conditions prevail over any provisions or representations contained in any brochure or other promotional materials advertised under this Promotion.

5.9 MRCSB is the final authority to decide on the interpretation of these terms and conditions and as to any other matters relating to this Promotion.

5.10 For any enquiries, please call MESRALINK at 1 300 22 8888.

6.0 Personal Data

6.1 By participating in the Promotion, Participants are deemed to have agreed and consented to the collection, processing, use, disclosure and retention by MRCSB of their personal data in the manner as set out in the Personal Data Notice given pursuant to Section 7 of the Personal Data Protection Act 2010, which can be viewed at www.mymesra.com.my/pdpa and at <https://www.setel.com/privacy>