

FAQ

Q. What is #malaymailgr8deals?

A. The #malaymailgr8deals package comprises a 1-year subscription to the Malay Mail newspaper, a phablet, access to 4 e-Papers (Malay Mail, Sinar Harian, Oriental Daily News and Makkal Osai), and a host of community, sports, contest and entertainment apps developed just for you.

Get discounts, alerts, enjoy bookings to your favourite restaurants, and even play a game or two.

You will be doing a whole lot MORE as we continue to grow with each update!

There are two packages for you to choose from:

Package A with a Huawei MediaPad 7 Youth is priced only at RM288. (Total value of package is more than RM1,700).

Package B with a Samsung Galaxy Tab 3 7" is priced only at RM538. (Total value of package is more than RM2,000).

Q. Are there any additional charges?

A. The subscription package price does not include newspaper vendor delivery charges. These will be billed to you directly by your newspaper vendor.

Also note that a delivery service charge of RM35 per tablet applies.

Q. How can I sign up for #malaymailGr8deals?

A: We will start taking subscription orders from Feb 21, 2014 but you can pre-register your interest now at www.themalaymailonline.com/gr8 as stocks are limited.

From Feb 21, you can:

- Sign up online at www.themalaymailonline.com/gr8, or
- Call our Contact Centre at Tel: +603 2023 1888, or
- Fill up the subscription form available in The Malay Mail newspaper and fax it to The Malay Mail Circulation Department at +603 7495 1226, or
- Walk-in to sign up at The Malay Mail Circulation Department at Redberry City, Lot 2A, Jalan 13/2, 46200 Petaling Jaya, Selangor.

Malay Mail Sdn Bhd (239512-V),

Redberry City, Lot 2A, Jalan 13/2, 46200, Petaling Jaya, Selangor Darul Ehsan, Malaysia.

Tel: 03-7495 1288 Fax: 03-7495 1228 Website: www.mmail.com.my

Q. Who is eligible to sign up for #malaymailgr8deals?

A. All Malaysian citizens and those with Malaysian PR status above the age of 18 can sign up. Non-Malaysians living or working in Malaysia, with a local address, can also sign up for #malaymailgr8deals.

Q. I already subscribe to The Malay Mail. Can I convert this to a #malaymailGr8deals subscription? Or, do I need two different subscriptions?

A. You cannot convert your current subscription. Please do take up a new subscription - we will add another 12 months to your newspaper subscription.

But if you prefer your #malaymailGr8deals subscription to commence now, we can arrange for the additional newspaper to be delivered to another address of your choice, including charitable organisations and outstation locations.

* Please note

- The commencement of the newspaper subscription may take up to 14 working days after your subscription order has been processed and is also subject to availability of a newspaper vendor in your area or the address to which you want the newspaper to be delivered.

- Delivery of tablets will take up to 6 weeks after your subscription order has been processed.

Q. Can I cancel my subscription?

A: Once we have processed your order, you will not be able to cancel your subscription.

Q. What do I do if my tablet is faulty or needs to be repaired?

A. Your tablet comes with a one-year warranty from the manufacturer. Kindly refer to the warranty details and conditions that come together with your tablet's packaging.

Q. What if I have further questions about #malaymailGr8deals?

A. If you have further inquiries, please reach us via Facebook (www.facebook.com/themalaymailnewspaper)

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