

## **SIGNATURE DOUBLE FESTIVE SALE 2026**

### **TERMS & CONDITIONS**

#### **SCHEDULE A – CAMPAIGN DETAILS & PROMOTION MECHANICS**

##### **1. Campaign Period**

1.1 The Campaign is valid from 23 January 2026 to 15 March 2026 ("Campaign Period"), unless otherwise extended or amended by Signature.

1.2 Promotional entitlement is applicable only to qualifying purchases made during the Campaign Period, unless otherwise expressly stated.

##### **2. Participating Locations**

2.1 The Campaign is available at participating Signature showrooms nationwide and other official Signature sales channels determined by Signature.

2.2 Selected promotions, products, gifts, rewards or privileges may vary by showroom, region, product category, sales channel, Campaign allocation and availability.

##### **3. Promotion Mechanics**

###### **3.1 Single Category Offer**

Customers with a minimum qualifying purchase of RM10,000 after applicable product discounts within one participating product category may enjoy 20% OFF selected:

- a. Kitchen cabinets;
- b. Wardrobes;
- c. TV cabinets;
- d. Built-in kitchen appliances; and
- e. Furniture and mattresses.

The offer applies only to selected participating products, models, materials, finishes and specifications determined by Signature.

###### **3.2 Full Bundle Offer – Double Savings, Double Rewards**

Customers with a minimum qualifying purchase of RM10,000 on kitchen cabinets after applicable product discounts under the Full Bundle Offer may be entitled to:

- a. 20% OFF selected kitchen cabinets;
- b. 30% OFF selected wardrobes, TV cabinets and furniture purchased together with the qualifying kitchen cabinet purchase;
- c. One (1) RM500 Sofa & Mattress Voucher;
- d. 1 + 1 Year Extended Warranty on qualifying built-in cabinets; and
- e. One (1) complimentary Viva Queen Mattress worth RM7,300 with a minimum qualifying purchase of RM40,000 on built-in cabinets after applicable discounts.

The 30% discount, RM500 Sofa & Mattress Voucher, extended warranty and complimentary Viva Queen Mattress are benefits under the Full Bundle Offer and require a qualifying kitchen cabinet purchase.

The applicable extended warranty is subject to Signature's prevailing product warranty terms, scope, exclusions and requirements.

### *3.3 Complimentary Viva Queen Mattress*

Customers under the Full Bundle Offer with a minimum qualifying purchase of RM40,000 on built-in cabinets after applicable discounts will be entitled to one (1) complimentary Viva Queen Mattress worth RM7,300.

The RM40,000 qualifying purchase amount applies to eligible built-in cabinets only. Worktops, appliances, furniture, mattresses, delivery, installation and other non-qualifying items or charges shall not form part of the qualifying amount unless expressly stated otherwise.

The complimentary mattress is limited to one (1) unit per qualifying order and property, subject to Campaign allocation and availability.

The complimentary mattress is not exchangeable for cash, credit, discount, refund, upgrade or other products.

### *3.4 Worktop Promotion*

Customers with a minimum purchase of RM10,000 on qualifying built-in cabinets may enjoy up to 40% OFF selected worktop materials and colours.

The applicable discount varies according to the selected material, colour and specification.

Selected promotional worktops are subject to stock availability and may be available on a first-come, first-served basis.

Applicable delivery, transportation and outstation charges are subject to the delivery location and relevant product offer.

### *3.5 Purchase-with-Purchase Offers*

Customers with a minimum purchase of RM10,000 on qualifying built-in cabinets may enjoy Purchase-with-Purchase ("PWP") promotional prices on selected built-in kitchen appliances, sinks, taps and other participating products, including discounts of up to 50% OFF selected items.

PWP products:

- a. cannot be purchased separately at the promotional price;
- b. apply only to selected participating models and specifications;
- c. are subject to Campaign allocation and stock availability; and
- d. exclude installation, delivery or other related charges unless expressly stated otherwise.

### *3.6 RM500 Sofa & Mattress Voucher*

One (1) RM500 Sofa & Mattress Voucher may be issued with a qualifying Full Bundle purchase.

Where the voucher states "no minimum purchase", this refers to the minimum purchase required when redeeming the voucher, and does not remove the requirement to first qualify for and receive the voucher under the Full Bundle Offer.

The voucher is subject to its stated validity period, participating products, participating locations and redemption conditions.

The voucher is not exchangeable for cash, credit or refund.

## **GENERAL CAMPAIGN TERMS & CONDITIONS**

### **4. Promotional Eligibility and Qualifying Purchase**

4.1 All Campaign promotions apply only to selected participating products, categories, models, materials, colours, finishes, specifications and packages determined by Signature.

4.2 The applicable minimum purchase amount and qualifying product category shall be based on the specific Promotion Mechanics stated in Schedule A.

4.3 Unless otherwise stated, the qualifying purchase amount shall be calculated based on the final confirmed qualifying order value after applicable discounts, rebates, vouchers, cancellations, refunds and other deductions.

4.4 Non-qualifying products, services, delivery charges, installation charges and other charges shall not form part of the qualifying purchase amount unless expressly stated otherwise.

4.5 Promotional entitlement is confirmed only after the customer has fulfilled the applicable Campaign requirements, including:

- a. confirmation of the qualifying order;
- b. signing of the required sales documents; and
- c. payment of the required deposit or payment amount.

4.6 Registration, quotation or verbal discussion alone does not guarantee promotional entitlement.

## **5. Application and Combination of Promotions**

5.1 The Single Category Offer and Full Bundle Offer are separate promotional mechanics.

5.2 The applicable promotional mechanic shall be based on the customer's qualifying purchase and the offer selected at the time of order confirmation.

5.3 Unless expressly stated otherwise, Campaign offers cannot be combined with:

- a. other Signature promotions or campaigns;
- b. staff or corporate discounts;
- c. other rebates, vouchers or promotional privileges; or
- d. any other offer stated as non-combinable.

5.4 Where more than one promotion may appear applicable, the applicable promotion and entitlement shall be confirmed with the customer before order confirmation.

5.5 Promotional benefits cannot be transferred to another customer, order, project or property unless otherwise approved by Signature.

## **6. Quotations, Design and Order Changes**

6.1 Customised built-in cabinet prices are subject to final design, site measurement, dimensions, material selection, specifications and customer requirements.

6.2 Any change to the order, including changes to design, measurements, materials, quantities, specifications, layout or customer requirements, may result in:

- a. a revised quotation;
- b. a revised qualifying purchase amount; and/or
- c. a revised promotional entitlement.

6.3 Final product pricing, specifications and scope of works shall be based on the customer's confirmed quotation, drawings, material selection and signed sales documents.

6.4 Additional works or items not included in the confirmed quotation will be charged separately.

6.5 Mechanical and electrical works, plumbing works, masonry works and other related works are excluded unless expressly included in the confirmed quotation.

## **7. Existing and Previous Quotations**

7.1 Campaign benefits will not be applied retrospectively to orders confirmed before the Campaign Period.

7.2 Customers with quotations issued before the Campaign Period but which have not yet been confirmed may request a revised quotation based on the applicable Campaign mechanics.

7.3 Any revised quotation will be subject to the prevailing Campaign mechanics, product availability and pricing applicable at the time of revision.

## **8. Complimentary Gifts and Rewards**

8.1 All complimentary gifts and rewards are subject to:

- a. the applicable qualifying purchase requirements;
- b. Campaign allocation; and
- c. availability.

8.2 Unless otherwise expressly stated, complimentary gifts are limited to one (1) applicable gift per qualifying order and property.

8.3 Complimentary gifts and rewards are not exchangeable for cash, credit, discount, refund, upgrade or other products.

8.4 Gift brands, models, colours, dimensions, capacities, specifications and packaging are subject to availability and may differ from Campaign visuals.

8.5 Where a complimentary gift becomes unavailable or discontinued after the customer's entitlement has been confirmed, Signature reserves the right to substitute it with another item of comparable value.

8.6 Where a complimentary gift is requested to be delivered or installed separately from the customer's main order, the customer shall bear the applicable transportation, delivery, installation and related charges.

## **9. Promotional Vouchers**

9.1 Promotional vouchers are subject to the validity period, eligible products, participating locations and redemption requirements stated on the respective voucher.

9.2 The requirements for qualifying for a voucher and the conditions for redeeming the voucher are separate.

9.3 Unless expressly stated otherwise, promotional vouchers:

- a. cannot be exchanged for cash, credit or refund;
- b. cannot be transferred or resold;
- c. cannot be used after the stated expiry date; and
- d. cannot be combined with other vouchers or promotions where such combination is not permitted.

9.4 Lost, damaged, altered, duplicated, forged or suspected misused vouchers may be rejected.

## **10. Purchase-with-Purchase Offers**

10.1 PWP promotional prices are available only with the applicable qualifying purchase.

10.2 PWP products cannot be purchased separately at the promotional price.

10.3 Participating models, colours, specifications and promotional prices are subject to availability.

10.4 Where a qualifying order is cancelled or reduced below the applicable qualifying purchase amount, any related PWP entitlement may be withdrawn or repriced at the applicable non-promotional price.

## **11. Delivery and Installation**

11.1 Delivery and installation arrangements are subject to the customer's confirmed quotation, selected product and delivery location.

11.2 Where free or included delivery is expressly offered, it applies only within the geographical area stated in the applicable Campaign materials or quotation.

11.3 Outstation or additional transportation, delivery and installation charges may apply for areas outside the applicable delivery area or where special arrangements are required.

11.4 Applicable additional charges will be communicated to the customer before the relevant delivery or installation arrangement is confirmed.

11.5 Delivery and installation schedules are subject to product readiness, site readiness, customer confirmation and other operational requirements.

## **12. Promotional Price Validity**

12.1 Where a promotional package or quotation states a specific validity period from the deposit date, the customer must fulfil the applicable confirmation requirements within that validity period to retain the promotional pricing.

12.2 Any extension beyond the stated validity period shall be subject to Signature's approval and the prevailing pricing, product availability and Campaign conditions at that time.

12.3 Delivery or installation timing shall be subject to the agreed project schedule stated in the customer's sales documents.

## **13. Order Cancellation, Reduction and Refund**

13.1 If an order is:

- a. cancelled or refunded;
- b. reduced below the applicable qualifying purchase amount;
- c. changed to a non-qualifying product; or
- d. otherwise no longer meets the applicable Campaign requirements,

the corresponding promotional entitlement may be withdrawn or adjusted accordingly.

13.2 Where any gift, voucher, rebate, discount, PWP benefit or other promotional entitlement has already been issued, Signature may:

- a. require the applicable benefit to be returned, where reasonably practicable; or
- b. deduct the applicable value of the benefit from any refund or amount payable to the customer.

13.3 Signature may verify the customer's order, payment and supporting sales documents before confirming promotional entitlement.

## **14. Product and Stock Availability**

14.1 All promotional products, materials, colours, finishes, worktops, appliances, furniture, mattresses, gifts, vouchers and rewards are subject to Campaign allocation and availability.

14.2 Selected clearance, limited-stock or promotional products may be available on a first-come, first-served basis.

14.3 Where a confirmed complimentary gift subsequently becomes unavailable, Clause 9.5 shall apply.

14.4 No cash compensation shall be payable solely because a selected promotional product, model, colour or specification is unavailable, provided that the customer is informed before final confirmation of the affected item.

## **15. Campaign Visuals and Product Representation**

15.1 All photographs, product images, room settings, colours, illustrations, 3D renderings and artist impressions used in Campaign materials are for illustration purposes only.

15.2 Actual products, colours, finishes, dimensions, materials, models, specifications, accessories and packaging may differ from the visuals shown.

15.3 Final product details, pricing, scope of works, materials, specifications and dimensions shall be based on the customer's confirmed quotation and relevant sales documents.

## **16. Partner and Financing Privileges**

16.1 Selected Campaign privileges may be offered in collaboration with participating banks, payment providers, suppliers, brand partners or other business partners.

16.2 Such privileges may include financing facilities, instalment plans, cardholder offers, rebates, vouchers, gifts or other promotional benefits.

16.3 Partner privileges are subject to the relevant partner's own:

- a. customer eligibility requirements;
- b. approval process;

- c. transaction requirements;
- d. terms and conditions; and
- e. availability.

16.4 Approval of financing, credit facilities or instalment arrangements is at the discretion of the relevant bank, financial institution or payment provider.

16.5 Signature is not responsible for any partner privilege that is rejected, delayed, cancelled, reversed or withdrawn by the relevant partner.

## **17. Personal Information**

17.1 Personal information submitted in connection with the Campaign may be collected, processed and used by Signature for:

- a. Campaign administration;
- b. order and appointment management;
- c. customer follow-up;
- d. purchase and eligibility verification;
- e. gift, voucher and reward fulfilment;
- f. customer service; and
- g. marketing communication where applicable.

17.2 Personal information will be processed in accordance with Signature's Privacy Notice and applicable personal data protection requirements.

## **18. Signature's Rights**

18.1 Signature reserves the right to reject, cancel, withdraw or recover any promotional entitlement where a customer:

- a. fails to satisfy the applicable Campaign requirements;
- b. provides false or inaccurate information;
- c. attempts to duplicate, transfer, resell or misuse a promotional benefit; or
- d. breaches these Terms and Conditions.

18.2 Signature reserves the right to amend the Campaign Period, Campaign mechanics, participating products, offers, gifts, rewards, participating locations or these Terms and Conditions where reasonably necessary.

18.3 Any amendment will not affect promotional entitlements already confirmed under a qualifying order, unless the change is required because of:

- a. legal or regulatory requirements;
- b. supplier or partner withdrawal;
- c. product discontinuation or unavailability;
- d. other circumstances beyond Signature's reasonable control.

18.4 Where a confirmed promotional benefit can no longer reasonably be provided, Signature may provide an appropriate substitute or alternative benefit where applicable.

18.5 Signature may suspend, postpone or terminate the Campaign or any part of it due to operational requirements, supplier or partner arrangements, technical issues, legal or regulatory requirements, force majeure or other circumstances beyond Signature's reasonable control.