

Terms & Conditions for Shark Steam Mop S1000 GIRO Promotion

1. These terms and conditions shall apply to the promotional code ("Promo Code") "**GIROBCSSM**" provisioned by Senoko Energy Supply Pte Ltd.
2. The Promotion Period is from **1 Oct 2026 to 5 Jan 2027**, both dates inclusive or while stocks last basis.
3. The Promo Code is applicable to **New Sign-Up & Renewal of Senoko Energy's 24-month fixed rate, peak & off-peak rate, discount-off tariff and discount plans**. For the avoidance of doubt, this promotion is not applicable to existing Senoko Energy customers with electricity contracts that are auto renewed.
4. 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.
5. The Promotion is limited to one redemption per customer and not applicable in conjunction with other promotions, unless otherwise stated.
6. Under this promotion, an eligible Senoko Energy customer can get a **complimentary Shark Steam Mop S1000 worth \$208 ("Gift")** if he/she fulfils all the following:
 - a. Be the **first 140 customers** to sign up or renew via self-service 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 "**GIROBCSSM**" ("Promo Code") at checkout page, prior to completing the sign up or renewal process
 - c. Successfully set up **GIRO recurring payment for the Senoko Energy Plan**, 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	Set up GIRO recurring payment by	Estimated Period to Receive Gift Redemption Email
1 – 31 Oct 2026	30 Nov 2026	Between Feb 2027 – Jun 2027
1 – 30 Nov 2026	31 Dec 2026	Between Mar 2027 – Jul 2027
1 Dec 2026 – 5 Jan 2027	31 Jan 2027	Between Apr 2027 – Aug 2027

Table 1- Recurring Payment Set-Up Dates

7. An eligible Senoko Energy customer who has fulfilled the requirements above shall receive a gift redemption email within thirty (30) working days from the issuance of their third (3rd) bill.
8. Gift must be redeemed within one (1) month in accordance with the redemption period stated in the redemption email. Failing which, the Gift shall be forfeited with no entitlement to payment,

refund or compensation from Senoko Energy. For the avoidance of doubt, such forfeiture shall not constitute grounds for the customer to unilaterally terminate or rescind the electricity supply contract with Senoko Energy.

9. Customers are responsible for checking their email inboxes, including junk and spam folders for the redemption email. In some cases, emails may be filtered or redirected by the customer's email service provider. Additionally, if an eligible customer made changes to the email address tagged to their Senoko Energy account, adjusted settings that block emails from Senoko Energy, or unsubscribed from marketing communications, the redemption email may not be received. Senoko Energy shall not be held responsible for any issues arising from unsuccessful email delivery.
10. If a customer is unable to redeem the Gift in person, an authorization letter must be presented at the redemption centre managed by Short-Q Private Limited. Some personal data provided by the customer will be disclosed to Short-Q Private Limited, for the sole purpose of administering the Gift.
11. 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.
12. The Gift is strictly non-exchangeable, non-refundable, and non-redeemable for cash or credit or otherwise.
13. The Gift's warranty shall be subjected to SharkNinja warranty policy. Customer will be required to register their product warranty via this [link](#).
14. Senoko Energy is not an agent of SharkNinja. Any dispute regarding the quality or service standard must be resolved directly with SharkNinja. 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.
15. If the Gift is out of stock due to circumstances beyond Senoko Energy's reasonable control, Senoko Energy reserves the right to substitute it with \$100 bill rebate or another item of comparable retail value, at its sole discretion.
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.