



Earth Day Campaign **Frequently Asked Questions (FAQ)**

1. What is Earth Day Campaign?

Earth Hour campaign is a promotional campaign that was created to support Earth Day, the anniversary of the birth of the modern environmental movement in 1970 that was invented by a Non-governmental Organization with headquarters in the United States. During the campaign, customers can enjoy discounts of 30% on selected products.

2. Who can purchase?

This promotion applies to everyone who is residing in Malaysia.

3. Where can the customer purchase Maevi's devices or apps?

Customer can purchase Maevi's devices on Maevi's website at www.maevi.my or through TNB's Kedai Tenaga. Maevi's app is available on Apple Store and Google Play and it is free to download. Huawei users may get the APK installation file by contacting our customer care.

4. When the promotion will be held?

The promotion lasts for 24 hours only on 22nd April 2021.

5. How many discounts customers can get from these promotions?

Customers can get 30% discounts on each item listed below:

- a. Gateway
- b. Energy Meter (single and three-phase)
- c. Smart Plug

6. Who will do the installations?

The promotions only cover listed devices only. Maevi will not cover or offer any kind of installations services. Customers are advised to hire a certified electrician to ensure the devices will be installed correctly to prevent warranty void in future.

7. How to get the 30% discounts?

- a. Go to www.maevi.my website.
- b. Add the products into the carts and checkout.
- c. For returning customers, please login before making your purchase.
- d. For new customers, please kindly fill-up the necessary details.
- e. Kindly ensure the total amount is revised according to the campaign promotions before proceed to the payment page.
- f. Customers need to pay the amount within 24 hours to enjoy the discounts prices.

g. After payment is made, customers will receive the items within 5-7 working days.

8. Can I apply other coupon code for the devices that already get discounted?

Yes, you can but only if the coupon code come from Kedai Tenaga. You can get 30% + 5% discounts if you purchase our item during Earth Day from Kedai Tenaga.