

# Bambu Lab X2D Combo Pre-Order Campaign - Terms & Conditions

Last updated: 20 April 2026

These Terms and Conditions (“T&Cs”) govern the **Bambu Lab X2D Combo Pre-Order Campaign** (“Campaign”) organized by **Pali Pali Trading Sdn. Bhd.** (“the Organizer”). By participating in this Campaign, customers (“Participants”) agree to comply with all T&Cs stated herein. Failure to comply with any of these terms may result in disqualification from the Campaign.

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## 1. Campaign Period

1.1 The Campaign runs from **17 April 2026** to **16 May 2026** (“Campaign Period”).

1.2 Purchases made outside the Campaign Period will not be eligible for reward redemption.

The redemption submission period will be open until **30 June 2026**.

1.3 The Organizer reserves the right to shorten, extend, or terminate the Campaign Period at its sole discretion without prior notice.

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## 2. Eligibility

2.1 This Campaign is open to all residents of **Malaysia**, aged **18 years and above**, who have purchased any of the eligible products listed in Clause 3 during the Campaign Period.

2.2 Employees of **all authorized resellers**, its affiliates, subsidiaries, advertising/PR agencies, and their immediate family members are **not eligible** to participate.

2.3 Purchases made through unauthorized dealers, resellers, or secondhand marketplaces are **not eligible** for this Campaign.

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### 3. Eligible Products

3.1 Only purchases of the following products are eligible for the reward redemption.

Eligible Models	Rewards
Bambu Lab X2D combo	<ul style="list-style-type: none"><li>● 3 x Bambu Lab PLA Lite [Spooled] – Random Colour</li><li>● 3 x Bambu Lab PETG Basic [Spooled] – Random Colour</li></ul> <b>(WORTH RM 354)</b>



3.2 Each eligible purchase allows the Participant to claim **only one (1)** reward bundle. Reward items may vary depending on availability.

3.3 The Organizer reserves the right to modify the list of eligible products or rewards at any time without prior notice.

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### 4. Participating Resellers

4.1 Only purchases made from the official participating resellers listed below are eligible for this Campaign. Purchases from non-participating resellers, unauthorized dealers, grey importers, or secondhand marketplaces (e.g. Carousell, Mudah.my, Facebook Marketplace, or overseas e-commerce listings) will not be accepted for redemption.

4.2 Official Participating Resellers:

- a. [3DExpress.my](https://www.3DExpress.my) (Operated by Pali Pali Trading Sdn. Bhd.)
- b. Bambu Lab MakerWorld United Point

- c. Smith3D Sdn. Bhd.
- d. Avox Industries
- e. Ayzee Gift Shop
- f. Bald Gadgets (Operated by RX COD Enterprise)
- g. Thunder Match Technology Sdn. Bhd.
- h. Positive Yield Sdn. Bhd.
- i. Artisan3D Sdn. Bhd.
- j. IME Trading Sdn. Bhd.

4.3 Participants are advised to verify a reseller's status through the official participating reseller list on Campaign's Terms and Conditions prior to purchase.

4.4 The Organizer reserves the right to disqualify any claim submitted using invoices from non-authorized or unverified sources.

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## 5. Proof of Purchase & Redemption Requirements

5.1 Participants must submit **valid proof of purchase** for verification, which includes:

- A clear image or scanned copy of the **official purchase invoice or receipt** (showing purchase date, product model, serial number, retailer name, and price).
- A photo of the **product serial number** (usually found on the packaging or product label).
- Participant's **full name, contact number, email address, and shipping address** for reward delivery.

5.2 All redemption submissions must be made via [<https://www.blrewards.my>] no later than **30 June 2026**.

5.3 Each valid purchase is entitled to **one (1) claim** only. If multiple eligible products are purchased in a single receipt, participants must submit a **separate claim for each product**, based on the total number of eligible products purchased.

5.4 Incomplete, illegible, or fraudulent submissions will be automatically disqualified. The Organizer's decision is final.

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## 6. Reward Details

6.1 Each eligible purchase under this Campaign entitles the Participant to receive **Bambu Lab Filaments** corresponding to the printer model purchased, as listed in Clause 3.

6.2 All Rewards are offered **while stocks last**. If stock for a specific Reward item is depleted, the Organizer reserves the right to substitute it with another item of similar value without prior notice.

6.3 The Reward is **non-transferable, non-exchangeable, and not redeemable for cash or other products**.

6.4 Once a redemption submission is made, the reward items cannot be changed. The reward items will be shipped to the Participant's registered delivery address within 45 working days after successful verification. Delivery dates may vary depending on stock availability and logistics schedules.

6.5 If a Participant returns a purchase that qualifies for a Reward, the return/refund will only be processed **if the reward is also returned in its original condition**.

6.6 The Organizer is not responsible for any loss, damage, delay, or non-delivery of Rewards resulting from incorrect information provided by the Participant or due to events beyond the Organizer's control.

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## 7. Verification and Fulfillment

7.1 Upon successful verification, the reward items will be processed and shipped to the Participant's registered delivery address within **45 working days**. Delivery timelines may vary depending on stock availability and courier service conditions.

7.2 The Organizer shall not be held liable for any delays, non-receipt, or errors in the crediting of the Reward resulting from inaccurate, incomplete, or invalid account information provided by the Participant, or from any technical issues beyond the Organizer's control.

7.3 The Organizer reserves the right to verify purchase details directly with the reseller or platform before approving any redemption.

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## 8. Disqualification and Fraud Prevention

8.1 The Organizer reserves the right to reject any redemption submission that is:

- Incomplete or inaccurate;
- Accompanied by invalid or fake proof of purchase;

- Suspected of being fraudulent or manipulative.

8.2 The Organizer may, at its discretion, blacklist Participants found to have violated these T&Cs from future campaigns or promotions.

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## 9. Limitation of Liability

9.1 The Organizer shall not be liable for any:

- Loss, delay, or damage arising from participation in this Campaign or the use of the Reward;
- Technical issues, network failures, or errors in submission processing;
- Any indirect, incidental, or consequential damages.

9.2 All risks associated with the use of the Reward are borne by the Participant.

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## 10. Data Privacy

10.1 By participating, Participants consent to the Organizer's collection, use, and processing of personal information for the purpose of:

- Administering the Campaign;
- Contacting Participants regarding redemption status;
- Verifying eligibility and delivery fulfillment.

10.2 Personal information will be handled in accordance with the **Personal Data Protection Act 2010 (Malaysia)** and **Company's Privacy Policy**.

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## 11. General Terms

11.1 The Organizer reserves the right to amend, suspend, or terminate this Campaign and/or T&Cs at any time without prior notice.

11.2 All decisions made by the Organizer regarding this Campaign are **final and binding**.

11.3 The T&Cs shall be governed by and construed in accordance with the laws of Malaysia.

11.4 In the event of any inconsistency between English and other language versions of these T&Cs, the **English version shall prevail**.

For assistance, please contact: email: [redemption@bambulab.my](mailto:redemption@bambulab.my)