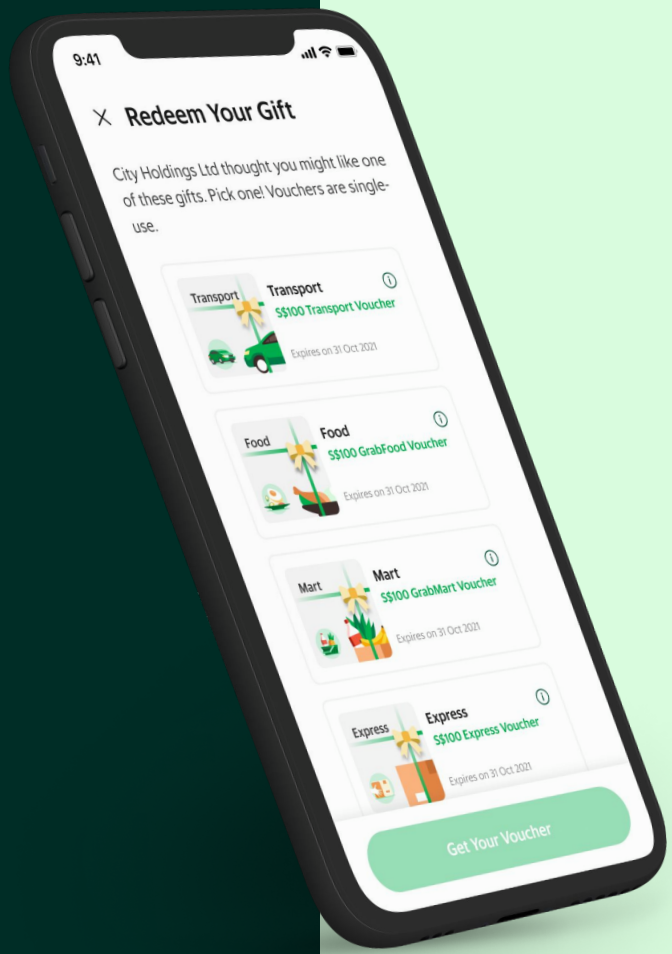
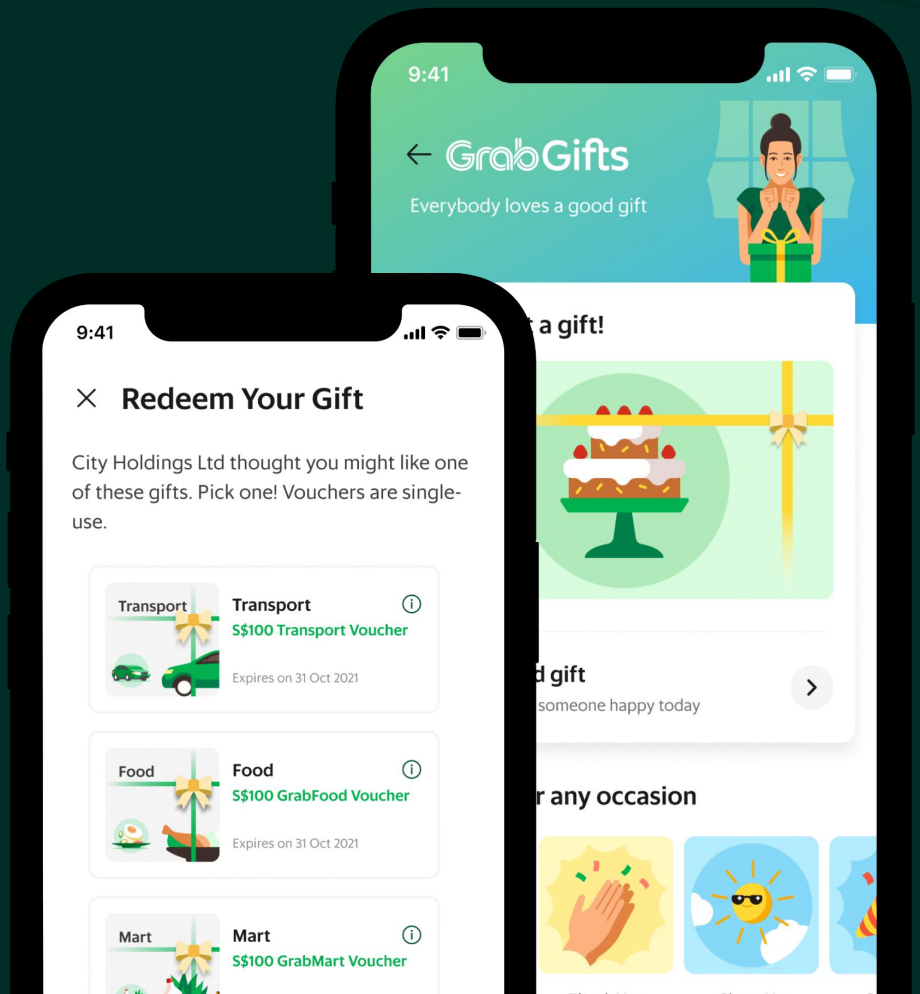
GrabGifts

GrabGifts Voucher FAQ Deck





1. Introduction to Grab Gifts
2. How to redeem GrabGift vouchers
3. How to apply the voucher on a transaction?
4. FAQs

GrabGifts are e-vouchers that offers a fixed value discount off a Grab service:

Food

A fast and easy food delivery service with wide selection of cuisines and top restaurant promos

Mart

From supermarket items to pharmacy supplies, Mart vouchers delivers everyday items on-demand

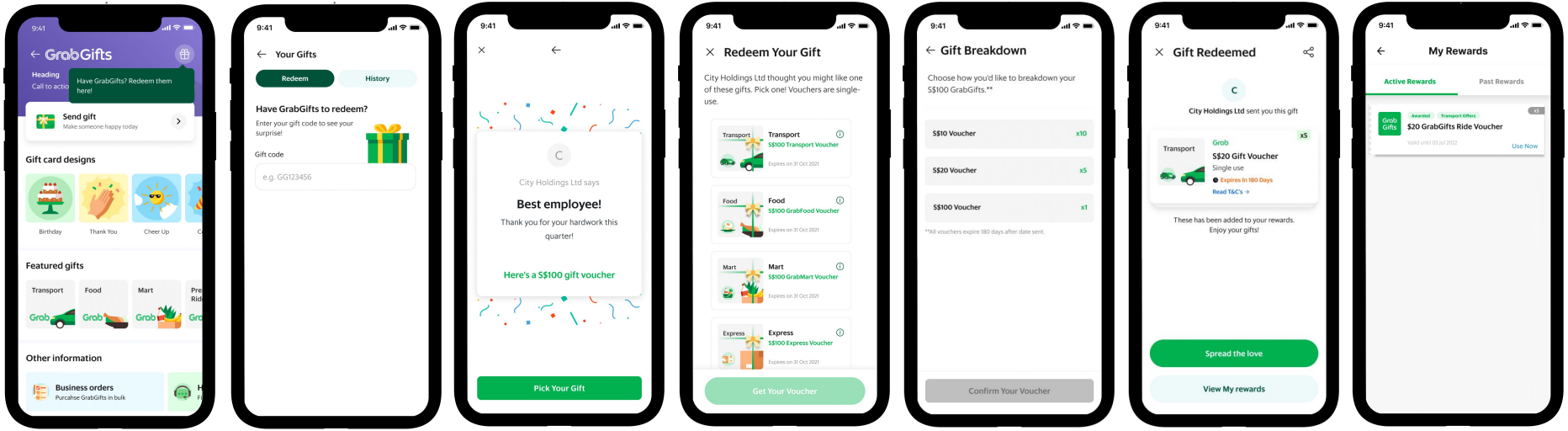
Transport

A safe and reliable value-based transport vouchers to get them where they need to go

Express

On-demand Express voucher with live GPS tracking that streamlines delivery needs

Redeem GrabGifts in 3 Simple Steps



Step 1: Unwrapping

Click the Gifts icon at the upper right corner and key in the gift code.

Step 2: Selection

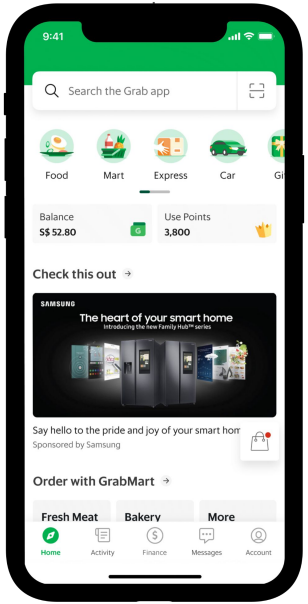
Select your preferred gift option and breakdown*

Step 3: Redemption

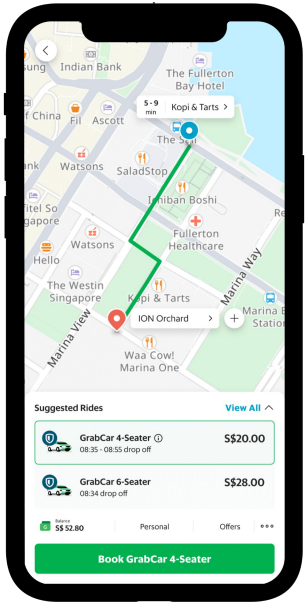
Redeem your gift and store it in your “My Rewards” page for future usage

Note: Once a One GrabGift has been redeemed, it will only work on the specific service it has been assigned to.

How to apply GrabGift voucher on a transaction

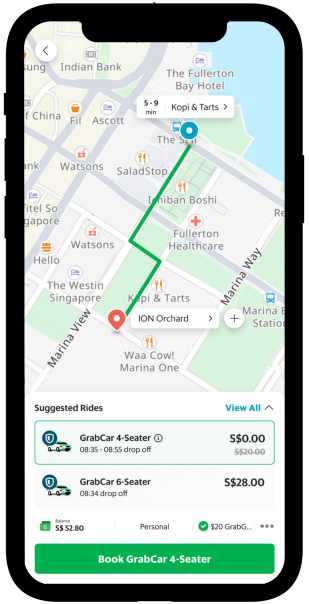


Open Grab App,
then select a service
[Car, Express, Food, Mart]



Go through the booking steps
Enter your pick-up and drop-off location, then **click 'Offer'**

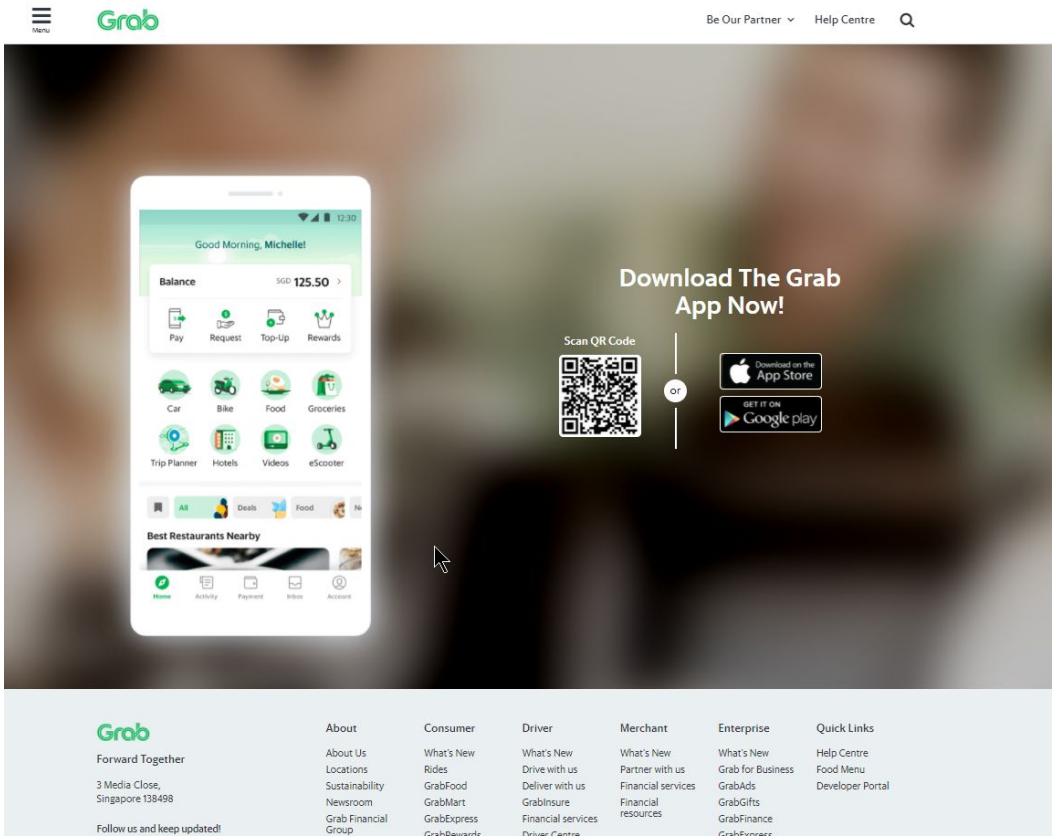
Select the GrabGifts voucher
Then **click 'Use Now'**



Review your booking details
Then **click 'Book'**

Trying to redeem without a Grab App or on your computer

- **Clicking a Gift Link on a smartphone without a Grab App:** If the user does not have the Grab app and they select the link from their phone, they will also be directed to the Grab app page in the app store/ Google play store.
- **Clicking a Gift Link on a computer:** When the user clicks the link via their computer, they will be redirected to a landing page



Frequently Asked Questions

Can I redeem the voucher for more than 1 service type? No, you can only select 1 service type. Once the voucher is redeemed, you can't change it to another service type.

If I receive a high value voucher, can I break it down into smaller amounts?
Yes you may for vouchers valued at RM30 and above. The gift breakdown options are pre-set depending on the voucher value.

If I redeem a RM30 voucher but my order amount is only RM20, can I use the RM10 balance for my next order?
No, if the order value is lower than the voucher value, the balance will be forfeited.

If I receive a RM100 voucher and break it down to 5 redemptions, can I apply 2 vouchers on 1 transaction? No, you can only apply 1 voucher on 1 transaction.

Frequently Asked Questions

Can I stack the voucher given with other available vouchers offered by the merchants?

Yes, you may stack the voucher given on top of other merchant funded discounts.

Are the vouchers only activated once I redeem it?

No, the vouchers are activated when they are sent out to you. You may refer to your rewards wallet for the validity of your voucher.

If I forget to choose the voucher breakdown but I've clicked "confirm your voucher", is there any way I can edit this?

No, you can't edit it once the voucher is redeemed.

GrabGifts

Thank you!