

**Note to all KOIThélicious members:**

Due to PDPA constraints, we will be using your mobile number as your login user ID. Please visit our website at [www.koithe.sg](http://www.koithe.sg), an OTP will be sent to this mobile number for account registration.

**General FAQs:**

**Why should I register as a KOIThélicious member?**

After a successful registration, members can then enjoy the full membership benefits of the KOIThélicious card, as listed below:

<b>Birthday reward</b>	Enjoy 2 free medium-sized beverages on your birthday month. Both cups must be redeemed in one transaction.
<b>Earn Leaves</b>	Earn 3 Leaves with every \$1 spent with your KOIThélicious card, and earn 1.5 Leaves with every \$0.6-\$0.9 spent. Leaves will be calculated based on the total spending amount in a single receipt. (E.g. \$15.60 spent, $15 \times 3 + 1.5 = 46.5$ Leaves rewarded)
<b>Top-up bonus</b>	20 Leaves bonus will be rewarded with every S\$50 accumulated Top-Up.
<b>Members' exclusive</b>	Redeem members-only treats or gifts with your accumulated Leaves. Receive members-only exclusive events, deals, and promotional offers through your registered email address.
<b>Shared account</b>	Link a maximum of 10 KOIThélicious cards to share your account with your loved ones. 5 Leaves will be rewarded with every new registered KOI card.
<b>Speed up your order</b>	Speed up your drink order(s) at our outlets when you set up your top 3 most favourite beverages in your profile.

The above exclusive rewards and Leaves accumulation will only be eligible after registration. If your card is lost or damaged, you may visit our website [www.koithe.sg](http://www.koithe.sg) to deactivate or cancel the card to prevent the card from being misused.

**Where can I purchase a KOIThélicious card?**

You may purchase a KOIThélicious card at any participating KOI outlets\*.

### **How do I register my KOIThélicious card?**

Visit [www.koithe.sg](http://www.koithe.sg) and fill in the fields to complete your registration. As your mobile number will be used as your account ID, please have your KOIThélicious card and mobile phone with you during the registration process. An OTP SMS will be sent to your registered mobile phone during the registration process.

### **How do I top-up my KOIThélicious card?**

Top-ups can be done at any participating KOI outlets\*. For card activation, there is a minimum top-up of \$10 (amount subjected to change of card design and outlets). Top-up can only be made in denominations of \$10. Accumulation of leaves and top-up bonuses only take effect after you successfully register your card.

### **How do I use my KOIThélicious card?**

You can purchase any beverages or merchandise available with your KOIThélicious card at all participating KOI outlets\*. The value in your card(s) cannot be exchanged for cash.

### **Will my KOIThélicious card expire?**

Yes, your account is valid for two years and will be automatically renewed from your last purchase date. Upon expiry, all unused balance, Leaves and vouchers will be forfeited.

### **Can I transfer my KOIThélicious card's balance to my family or friends?**

No, your card balance, Leaves, and vouchers are non-transferrable to family, friends or anyone else.

### **Can I refund the value in KOIThélicious card?**

Yes, the refund is only for registered members. Please contact us at our office number [64405845](tel:64405845) from Monday to Friday, 9am to 6pm, excluding Public Holidays, to make an appointment before heading down to our Singapore Head Office in person to collect the refund. Please note that the refund is not available once your account has expired.

## **Registration:**

### **How many KOIThélicious cards can I register under one account?**

Each mobile number can only be registered once, but you may register up to 10 unregistered cards under the same account. The maximum stored value for each account at any point of time is \$300. Please do note that all vouchers, balance, and Leaves collection are shared among all cards under the same account. Member's benefits like Birthday Voucher will be issued once per registered account.

### **How to link cards in my account?**

Please log in to your account at [www.koithe.sg](http://www.koithe.sg) and click [My Cards -> Link Card To Profile] tab. Please note that the card must be activated with a minimum top-up of \$10 before it can be linked to your account.

## **KOIThélicious Member Portal:**

### **How can I update my personal information on my KOIThélicious card?**

You can review and change your personal information at the members' portal, select "My Profile" to update. For any discrepancies to your birthdate, please contact us via e-mail at [singapore@koicafe.com](mailto:singapore@koicafe.com) or call us at 64405845 from Monday to Friday, 9am to 6pm, excluding Public Holidays.

### **How to add favourite drinks in my account? Is there any limit to the number of drinks that I can add?**

Please log in to your account at [www.koithe.sg](http://www.koithe.sg) and click [Profile -> My Favourite Drinks] tab. You may select your favourite drink with sugar level, ice level, and toppings. You can add up to 3 favourite drinks in your account.

### **What if I forgot my password?**

You may click 'Forget Password' at [www.koithe.sg](http://www.koithe.sg) homepage. Enter your registered mobile number and a reset password link will be sent to your registered email. Kindly check your spam or junk folders for the reset email.

## **Lost or Damaged Card:**

### **What should I do if I lost my KOIThélicious card?**

Registered members can log in to the members' portal at [www.koithe.sg](http://www.koithe.sg) to "Report lost / Cancel Card" deactivate the card with immediate effect. Do note that by selecting "Report lost card", this will temporarily deactivate the card to protect your account balance while "Cancel Card" will terminate your account permanently.

Should you recover the lost card, you may reactivate your card from your account page again. Alternatively, you may wish to activate a new KOIThélicious card with the minimum top-up of \$10 and link it to your account to continue using the combined stored value.

### **What should I do if my KOIThélicious card is damaged or faulty?**

In the event, your KOIThélicious card is damaged or faulty, you may wish to activate a new KOIThélicious card with the minimum top-up of \$10 and link it to your account in order to continue using the combined stored value.

## **Leaves and Vouchers:**

### **What can I exchange with the Leaves?**

There are various types of vouchers available for Leaves redemption. You may check at the kiosk outlets directly or log in to the members' portal and check out the available vouchers under [Membership Feature -> My Leaves] tab.

### **How can I check the balance, Leaves, or available vouchers of my KOIThélicious card?**

You may head down to our participating outlets\* or log in to your member account at [www.koithe.sg](http://www.koithe.sg) to check out the balance, Leaves and all available vouchers.

### **Will my Leaves expire?**

Yes, Leaves will expire in one year from the month you are rewarded. Leaves' expiry date will be shown in your KOIThélicious card account. For example, Leaves earned on 1 September 2018 will expire on 30 September 2019.

### **Can I still spend or collect Leaves if outlets experience technical issues?**

Leaves collection and vouchers redemption may not be available when outlet experience technical issues.

### **Can Leaves or vouchers be exchanged for cash credits?**

No, Leaves and vouchers are not exchangeable for cash credits. Leaves are only allowed for voucher redemptions.

### **Can I still earn Leaves when vouchers are used?**

Yes, Leaves will be awarded based on the total spending amount in a single receipt after voucher redemption.

### **How can I convert my Leaves into vouchers and redeem at outlets?**

You may visit any of the outlets with kiosk or simply log in to your account at [www.koithe.sg](http://www.koithe.sg) and convert leaves to vouchers under "Membership Features". The vouchers will then be credited into your account once confirmed. The KOIThélicious card must be present and payment must be made with KOIThélicious card when redeeming vouchers at participating outlets\*. Vouchers cannot be used in conjunction with other promotions.

### **What is the validity of vouchers redeemed on the portal?**

Vouchers are valid for one month from the redemption date. Expired vouchers will be removed from your KOIThélicious card and no extension of expiry date will be allowed.

### **What if the free items, merchandise or voucher that I wish to redeem is not available at the outlet I visited?**

All rewards or redemptions are subjected to availability and on a while stocks last basis. If the merchandise is sold out at a specific outlet, you may visit other outlets or call the outlet directly to inquire first. Do note that our company reserves the right to change the free merchandise, rewards or vouchers without prior notice.

### **Can I use my KOIThélicious card for bulk orders?**

KOIThélicious members can use their card to purchase up to 50 cups in a single receipt. For bulk purchases of more than 50 cups, KOIThélicious card payment is not available.

### **Why am I not awarded Leaves when I bought my first drink?**

Customers need to register their KOIThélicious card at [www.koithe.sg](http://www.koithe.sg) before purchasing at KOI outlets\* to accumulate Leaves.

### **What if I have other queries?**

You can contact us via e-mail at [singapore@koicafe.com](mailto:singapore@koicafe.com), or call us at 64405845 from Monday to Friday, 9am to 6pm, excluding Public Holidays.

**KOI Thé reserves the right, at its discretion, to change, modify, add, or remove any of these terms and conditions at any time without prior notice.**

***\*All KOI Thé outlets in Singapore, except for Changi Airport Terminal 3 Outlet.***

***All KOI Thé / Express vouchers cannot be used at Signature KOI Jewel Outlet.***