

## **KOITHÉLICIOUS Card Terms and Conditions Agreement**

Please note that the KOITHÉLICIOUS Card issued by KOI The Singapore Pte Ltd, is a prepaid card with stored value, and this Agreement sets out the terms of use for our KOI Card.

### **IMPORTANT-**

Users are advised to read the following Terms of Use Agreement that applies to your prepaid KOITHÉLICIOUS Card with stored value.

Please register your KOITHÉLICIOUS Card on our loyalty program website [www.koithe.sg](http://www.koithe.sg) to protect and secure your card in case of any lost or stolen cases.

KOI The Singapore Pte Ltd does not represent or warrant that your KOITHÉLICIOUS Card will always be accessible or accepted at participating outlets.

### **ABOUT YOUR KOITHÉLICIOUS CARD**

- The KOITHÉLICIOUS Card is issued by KOI The Singapore Pte Ltd. You can load monetary value in the KOITHÉLICIOUS Card for future purchases only in Singapore. The KOITHÉLICIOUS Card may be used at all participating KOI outlets except Changi Airport. The KOITHÉLICIOUS Card balance cannot be protected if lost, stolen or destroyed unless you have registered it and reported the loss on our loyalty program website: [www.koithe.sg](http://www.koithe.sg).
- No credit card, credit line, overdraft protection or deposit account is associated with KOITHÉLICIOUS Card.
- We reserve the right not to accept your KOITHÉLICIOUS Card if we believe that the use of the card is unauthorized or unlawful.
- The value you top-up in the KOITHÉLICIOUS Card cannot be exchanged for cash or credit balance except as provided in this Agreement.

### **PURCHASE & LOAD YOUR KOITHÉLICIOUS CARD**

- You can purchase a KOITHÉLICIOUS Card at any participating KOI outlets except Changi Airport. Top-Up can be done at any participating KOI outlets except Changi Airport with a minimum Top-Up value. Top-Up can only be done in multiples of \$10. You can top-up by NETs at Kiosk machine and Cash at cashier counter. KOI Thé reserves the right to change the maximum and minimum Top-Up amount without any prior notice.

Your account is valid for two years from the date of purchase. The expiry date will automatically be renewed from the last purchase date. Upon expiry, all unused balance, Leaves & vouchers will be forfeited.

## REGISTER YOUR KOITHÉLICIOUS CARD

- You may register your KOITHélicious Card at [www.koithe.sg](http://www.koithe.sg) to protect your balance and enjoy exclusive member rewards. Due to PDPA constraint, we will use your mobile number as your account ID. Each mobile number will only be able to register one time, and maximum 10 unregistered Cards can be added and shared under the same account. The maximum stored value for each account at any point of time is \$300.
- All vouchers, balance and Leaves collected are shared among all cards under the same account, you may bring any of the cards under the same account to enjoy the rewards. Member's benefits like Birthday Voucher will be issued once per registered account.
- Your KOITHélicious Card balance, Leaves, vouchers and account under this membership portal is personal to you, and may not be sold, transferred or assigned to, or shared with anyone else.

## KOITHÉLICIOUS CARD BALANCE

- You can check your KOITHélicious card balance by signing in to your member account at [www.koithe.sg](http://www.koithe.sg).
- KOI Thé reserves the right to correct the balance of your KOITHélicious Card if we find an accounting/payment error. If you have any questions regarding your transaction, please contact us at 64405845 or e-mail [singapore@koicafe.com](mailto:singapore@koicafe.com). Please note that, transaction in query can only be made within 60 days, based on the date of transaction.

## ABOUT YOUR KOITHÉLICIOUS CARD REWARDS

For new card holders, there is a minimum Top-Up (amount subjected to the card design and outlets). You can top-up by NETs at any Kiosk machine and Cash at cashier counter.

You may protect the balance in your card and enjoy more rewards by registering as a member at [www.koithe.sg](http://www.koithe.sg). The following promotions are only applicable for registered members upon registration of the KOITHélicious Card.

All rewards/redemptions are subjected to availability and while stocks last basis. Members are to visit other outlet(s) if the merchandise is sold out at a specific outlet or come back another day to redeem.

Our company reserves the right to change the free merchandise/rewards without prior notice.

1. Enjoy 2 free medium-sized beverages on your birthday month. Two cups must be redeemed at once.
2. 20 Leaves will be rewarded to your card for every S\$50 accumulated Top-Up.
3. 5 Leaves will be rewarded with every new registered KOI card.
4. Exclusive members' events and rewards are offered from time to time.
5. Collect 3 Leaves every time when you spend \$1 with KOIThélicious Card. Extra 1.5 Leaves will be added when the decimal point is between \$0.6-0.9. The Leaves will be calculated based on the spending amount of each single receipt. E.g. \$15.60 spent,  $15 \times 3 + 1.5 = 46.5$  Leaves rewarded.
  - Leaves are for promotional purposes only and have no cash value. Please note that Leaves accumulation and special member promotions will only be eligible for time you register your card.
  - Leaves will expire in one year from the month you are rewarded (eg. Leaves earned on 1 September 2018 will expire on 31 September 2019). You may use the Leaves in your account to redeem available vouchers on our website [www.koithe.sg](http://www.koithe.sg).

Vouchers will be credited into your account once the redemption is confirmed. For voucher redemption, the KOIThélicious Card must be present and the payment must be made with KOIThélicious Card at all participating KOI outlets except Changi Airport outlet. The rewards are not valid with other promotions. Expired vouchers will be forfeited, extension of expiry date is strictly not allowed.

## **CARD LOSS REPORT**

- Your KOIThélicious Card balance and rewards are protected under main account. If your KOIThélicious Card is lost, stolen or destroyed, you should "Report Lost Card" to deactivate the usage of the lost card at our website [www.koithe.sg](http://www.koithe.sg) immediately, and reactivate it once you find it. The rest of the cards under the same account can be used as per normal. You may even "Cancel Card" to terminate the usage of the card(s) permanently. Card(s) once cancelled, cannot be reactivated again.

## **CARD REFUND**

- Refund is available for registered member. You may visit our Singapore Headquarter in person to process the refund. Please contact us at to arrange for an appointment.

## **PRIVACY STATEMENT**

- We may automatically collect online information when you visit our website. If you have registered as a member and agreed to receive e-mail or similar messaging applications from us, we may use your information to send you our marketing

promotions and exclusive member events; for better understanding of our members, we may use the information to do data analysis, research and customer service improvement.

- We take responsibility to secure your personal information, however, we may share it in limited ways with our parent company, promotion cooperative partners and card service providers.

## **OTHER LEGAL TERMS**

- We may amend these Terms and Conditions from time to time in our sole discretion without notice to you. Any additional, amendment or deletion will take effect at the time we post it on our website [www.koithe.sg](http://www.koithe.sg).
- If you do not agree to the changed Terms and Conditions, please contact us within 20 days from the date the new or additional terms are posted on our website. Your registered KOIThélicious Card will be cancelled and the balance in your card will be refunded. You are required to cancel the card and collect the refund amount personally at our Singapore Headquarter office. The refund will be based on the Card Refund Policy.
- We may terminate this agreement at any time by giving prior notice. However, prior notice will not be given if immediate termination is required. E.g. Any unauthorized or fraudulent use of KOIThélicious Card.
- KOI The Singapore Pte Ltd does not warrant that your KOIThélicious Card will always be accepted at all participating KOI outlets. Currently, usage of KOI Card is not available at KOI Changi Airport.
- KOI The Singapore Pte Ltd will not be liable for any loss or damage incurred by you. The company will not be responsible for any delay or mistake made related to your KOIThélicious Card due to any unforeseen circumstances.
- The KOI card and its stored value features and facility does not require any mandate, approval and licensing issued by Monetary Authority of Singapore (MAS).

## **EXCLUSION OF LIABILITY**

- Notwithstanding any other terms or conditions in these Terms and Conditions, we shall not be liable to you for any loss, damage, inconvenience, moral distress, cost and expense of any nature (including, without limitation for any act, omission, neglect or willful default on the part of our vendors, contractors, correspondents and/or their respective officers and employees) which in any way may be suffered or incurred by you or by any other person in respect of or in connection with the KOIThélicious Card Membership, including without limitation, your Account, Membership, Rewards or

Redemption and/or in connection with the collection, use, disclosure and/or processing of your Personal Data in accordance with these Terms and Conditions. You will release and discharge us from all claims in relation to the aforesaid loss, damage, inconvenience, embarrassment, cost and/or expense.

- We shall also not be liable for any direct, incidental or consequential damage or loss suffered by you that may result from the collection, use, disclosure and/or processing of your Personal Data, including but not limited to any loss of, or any inability to retrieve, any Personal Data, howsoever caused, or any inaccuracy in the Personal Data presented, used or transmitted whether over the internet or any public network may be subject to loss, interception and misuse.

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