



Loyalty Reward Terms and Conditions

General

1. Chuan Kok reserves the right to amend, delete or add to any of these terms and conditions or to change, extend, suspend or cancel this campaign at any time with or without prior notice.
2. By participating in the reward campaign, members will be deemed to have read, understood and agreed to these terms and conditions as may be modified from time to time.

Membership

1. The campaign is open to members who received the E-mail Invitation or notification from Chuan Kok.
2. Membership status can be active, suspended and terminated based on Chuan Kok account status.
3. Membership account will be terminated when any of member's account is suspended i.e. due to late payment or bad debt record.
4. Membership tier will be upgraded or downgraded (*from member to VIP, vice-versa*) with member's account status at Chuan Kok, upon the requirements of the following:

Criteria for Upgrade (Member to VIP):

- i. Membership account is in active status with minimum transaction of 12 times required per year.
- ii. Membership must have good payment record for all transaction and status approved by Chuan Kok account department.

Criteria for Downgrade (VIP to Member):

- i. Membership will be downgraded automatically when account is suspended i.e. due to bad debt record, outstanding payment more than 5 months and without any transaction within one year.

5. Upon the termination of membership, all accumulated rewards shall be immediately void, forfeited and irredeemable for any reward redemption.

Rewards

1. The reward cannot be exchanged, transferred, redeemed for cash or sold.
2. Rewards is not exchangeable for cash or replacements.
3. Membership and accumulated rewards are not transferable to third party and cannot be combined with another membership account.
4. Rewards may not be used in exchange for any other rewards or benefits unless reward exchange specified by Chuan Kok via online application.
5. Default validity of rewards earned is 3 months, calculated from the date the rewards is issued to members.
6. Chuan Kok reserves the right to change the validity period for reward campaign.
7. There is no extension of the validity period for any rewards.

Extra Reward

1. Extra reward is awarded for members who have completed either any one of the activities created by Chuan Kok.
2. Extra reward will be allocated to members based on the specific terms of the Campaign as decided by Chuan Kok from time to time.

Reward Redemption

1. Member with active membership account and sufficient rewards is eligible to redeem subject to the campaign setting and campaign terms and conditions.
2. Rewards redemption will be different based on membership account status.
3. Members can only redeem the rebate amount approved by Chuan Kok.
4. There are limitation or maximum cap for rebate in single transaction and it is subject to change the limit from time to time.
5. Members who applied gift redemption as reward exchange will not able to change back to rebate once approved by Chuan Kok.

Deducting Reward

1. Any cancellation of order or returning goods from previous order, the rebate amount will be deducted accordingly.
2. Any rewards, which are not used by a member to claim a rebate redemption will automatically expire after three months according to its expiration date and be deducted from the rebate balance in a membership account.
3. Chuan Kok reserves the right to deduct any rebate as stated below without notifying the member: Any rewards recorded in error or any rewards relating to a transaction, which is cancelled.