

Frequently Asked Questions (FAQ) on Umbrella Redemption

1. Shopper redeemed a coupon on 1 Dec on the App but forgot to collect. Can shoppers collect during other times?

Ans: No, coupons redeemed on 1 Dec can only be collected from 1-3 December. Unredeemed coupons will expire and be forfeited.

2. Can shopper redeem more than 1 umbrella?

Ans: No, the umbrella redemption/collection is strictly limited to 1 per member per mall per campaign period.

3. Shopper redeemed coupon for collection at AMK Hub. Can shopper request and choose to collect at other Malls?

Ans: No, the umbrella redemption / collection is strictly limited to 1 per member per mall per campaign.

4. A qualifying shopper without a coupon visits the event on 3 Dec at Jurong Point / AMK Hub for umbrella collection. Can shopper redeem an umbrella?

Ans: No, collection is only applicable for shoppers who have redeemed either a coupon released on 1 Dec or 4 Dec.

5. A qualifying shopper without a coupon visits the event on Sunday of the event week at any malls for umbrella collection. Can shopper redeem an umbrella without a coupon?

Ans: No, umbrella collection is applicable for shoppers who have redeemed a coupon on the App. Shopper can go to App to see if coupon is still available for redemption for collection at the event.

6. Shopper wants to exchange umbrella on the following day due to faulty item. Can shopper exchange the umbrella?

Ans: No, exchange of umbrella is strictly not allowed after leaving the event upon collection of the umbrella. Shopper is required to check the condition of the umbrella upon collection. Should there be any issues with the goods, shopper will need to inform the staff upon redemption for 1 to 1 exchange on the spot.