

Membership Program Terms & Conditions

Lumière Membership Program is solely for VIP Lighting Sdn. Bhd.

Lumière Membership

- (1) Applicable for any individuals aged above 16 years old;
- (2) Any individual who wishes to become a Member must agree to be bound by these Terms and Conditions, as may be varied from time to time, without prior notice to Members.
- (3) A One-Time application fee of RM5.00 applies or F.O.C. with fully-paid purchases of a minimum of RM 500.00 net within three(3) months (combined receipts allowed);
- (4) This first RM 500.00 is not entitled to Points Collection;
- (5) Membership is valid for Life;
- (6) Membership and its points are Non-transferable;
- (7) Individuals applying for the Membership are required to fill in a Membership application form. Members shall ensure that all personal detail provided in the form is complete and accurate. The information provided will be kept confidential within the company.
- (8) A membership card will be provided. A member must notify the company immediately, written notice, of any change of address or in the event of lost or stolen membership card. The company shall not be liable for any losses or whatsoever arising due to card members' failure to inform the companies of the above-mentioned;
- (9) The company may terminate a Membership without notice if it is found that the member had supplied any misleading or misrepresentations to the companies in connection to the membership; or abuses any privilege accorded to the Member under the program; or engages in any fraudulent activities under the program; or is deceased or is declared bankrupt; or display any other inappropriate behavior against the Membership Program;
- (10) Termination of Membership will result in forfeiture of the remaining Points in a Member's Account.

Collection of *Lumière* Points

- (1) Points will be awarded only for Qualifying Purchases (QPs). QPs as follows:
 - (A) Every fully paid transaction (Cash Bills and Official Receipts only),
 - (B) of qualifying goods and services,
 - (C) with a minimum purchase of RM 20.00 made, in a single receipt;
- (2) One (1) Point will be awarded for every Ringgit spent for all QPs;
- (3) No fraction of a Point will be awarded. Any fraction will be disregarded;
- (4) Points awarded will be recorded in Member's Account;
- (5) Points Collection is not valid for promotional items and during promotional period unless otherwise stated;
- (6) Membership Cards or Member's IC must be presented before the transaction in respect of a QP is concluded for a member to be entitled to Points;
- (7) No return of goods is allowed, thus no refund of monetary value. In any special case any Points relating to a transaction which is cancelled, any redeemed points shall be deducted from the Member's Account or any relevant redeemed Points shall be paid for with cash by the Member accordingly;
- (8) The Membership Points Balance can be checked only at the company;

- (9) Disputes arising over Points Balance must be notified to the company within one month from date of the last Points-issuance transaction. Members are required to provide supporting documents wherever applicable to assist our company to settle the dispute. The company records will otherwise be taken to be correct and binding on the Member;
- (10) The Points will expire after three (3) years from the year of collection;

Redemption with *Lumière* Points

- (1) Only Member with sufficient Points is eligible to redeem;
- (2) A minimum of 100 Points is required for any redemption;
- (3) Redemption is only available on-the-spot at our company. Mode of delivery is self-collection;
- (4) All items of redemption are subject to availability. The company reserves the right to adjust the Points required for redemption of Gifts, as well as replacing any Gifts with other item of approximate equivalent value without prior notice;
- (5) Purchase Cash Redemption (PCR) is valid for redemption of any goods and services provided at the company at RM1.00 for every 100 Points, and PCR is only applicable for every whole Ringgit. No redemption for any fraction of a Ringgit is allowed;
- (6) The company reserves the right to refuse the redemption of any Gifts or recall the redeemed item if they has any reason to suspect the Points were fraudulently accumulated by the Member or wrongly recorded;
- (7) Redemption orders from members once accepted cannot be revoked, cancelled, returned or exchanged, and the affected Points will not be reinstated;
- (8) The company gives no representation or warranty with respect to the quality, or the suitability for any purpose, of any product and/or services featured in any Gift Catalogue of other channels of redemption. However, Members may liaise directly with the Supplier according to the warranty awarded, if any;
- (9) Members are required to be present in person during the redemption transaction and must produce their Membership card and Identification Card for verification and to facilitate the transaction;
- (10) Members are advised to examine the gifts upon redemption. The company shall not be responsible for the condition of the Gifts once redeemed. Members should notify the relevant suppliers and refer to the warranty, if any, for any dispute arising.

General

- (1) The Points have no cash or monetary value;
- (2) The Points, and any rights they confer, cannot be sold, transferred, assigned or otherwise dealt with except in accordance with these Terms and Conditions;
- (3) The company reserves the right to send catalogues or other promotional literature to a Member at its own discretion;
- (4) The company may change, at any time and without prior notice, any of these Terms and Conditions, the Redemption Items offers and/or the participating company;
- (5) The company may also change, at any time and without prior notice, the qualifying goods and services and/or the number of Points, which Members will receive for purchasing such goods and services;
- (6) Any changes in regards to the membership would be put up as a Public Notice in the company. Members would have to refer to the notice, if any, at the company.
- (7) The Participating Company reserve the rights to suspension or terminate of this Membership Program or membership at any time without prior notice;
- (8) In the event where there is a discrepancy in communication to Members using the Bahasa Malaysia or Mandarin languages, the English version will prevail;