

## **FAQ – MUJI Member Reward Programme (MUJI Malaysia)**

### **1. What is MUJI Reward Programme?**

MUJI Rewards is a cardless rewards programme launch to reward shoppers on their purchases with MUJI.

### **2. What are the application requirements for the programme?**

MUJI Reward Programme is open to anyone residing in Malaysia with age 15 years and above at the time of application. A minimum spending of RM100.00 with a maximum of 2 combined same-day receipts can be used for membership registration.

### **3. Is there an expiry date for MUJI Dollars accumulated?**

Yes. Accumulated MUJI Dollars for each year are redeemable till 31<sup>st</sup> December of the following calendar year. All MUJI Dollars not redeemed within the given period will expire. *E.g. MUJI Dollars (MUJI\$) accumulated for the year 2018 will be valid till 31<sup>st</sup> December 2019.*

### **4. Can I use the Reward Programme at other country?**

No. The MUJI Reward Programme is limited to MUJI Stores in Malaysia only.

### **5. Is there a need for renewal?**

No. Application to the Reward Programme is a 1-time action that entitles you to become a member with MUJI. The membership is valid for a lifetime and requires no renewal.

### **6. Is MUJI Reward Programme applicable to all products?**

Yes. The Reward Programme is applicable to both regular priced and sales items.

### **7. MUJI Dollars Accumulation and Redemption**

- Every RM50 purchases will entitle you to 1 MUJI Dollar (MUJI\$), every MUJI Dollar is redeemable for 1 Dollar cash rebate on your next purchase
- Redemption of MUJI Dollars is applicable only with a minimum of RM20.00 spent, each redemption is at a minimum of 1 MUJI Dollar value
- All MUJI points accumulated at point of purchase will be updated instantly and will only be available for redemption on the next day
- Receipts accumulated with MUJI Dollars are not applicable for MUJI Reward Programme application. Initial purchase value used for member application will not be entitled to MUJI Dollars accumulation

### **8. Is MUJI Dollars transferrable?**

No. MUJI Dollars cannot be transferred or exchanged for cash.

### **9. How many accounts can one person have?**

Each person is entitled to one MUJI Reward Programme account tag under the person's identification number as account number is unique.

**10. How can I check or view my MUJI Dollar Balance?**

You can check the MUJI Dollar Balance at

- Members E-portal: <http://www.muji.com/my/membersportal/>
- Cashier counter of all MUJI stores in Malaysia
- Email to Customer Service at [rewards@muji.com.my](mailto:rewards@muji.com.my)
- Dial in to a Customer Hotline number +607 585 9261

**11. How do I update my personal particulars and contact preferences?**

Selected information can be updated at the members e-portal (<http://www.muji.com/my/membersportal/>).

For those fields that cannot be edited, please inform the changes by writing in to our Customer Service at [rewards@muji.com.my](mailto:rewards@muji.com.my) which further verification will be required.

**12. How long does it take for my membership to be activated?**

Activation of membership is immediate.

**13. If my birthday month falls on the start of the programme, will I be entitled to birthday e-vouchers?**

From the next purchase within the birthday month, you will be entitled to a 15% OFF e-voucher redeemable at MUJI Retail.

**14. When will I receive my birthday e-voucher?**

Birthday E-vouchers would automatically be issued on the 1<sup>st</sup> of your birthday month and will remain valid within your birthday month only.

**15. How will I be notified of my birthday e-voucher and the details?**

You will receive an eDM on the start of your birthday month as a reminder.

**16. How can I redeem my birthday e-voucher?**

You will be entitled one birthday e-voucher on your birthday month each year. Simply verify your membership details at the cashier and purchase any regular priced items to enjoy 15% OFF at MUJI Retail.

**17. How frequently can I use my birthday e-voucher?**

It is valid for a one-time use per e-voucher within your birthday month.

**18. I did not receive my birthday e-voucher during my birthday month.**

You may like to write in to our customer service at [rewards@muji.com.my](mailto:rewards@muji.com.my) to verify your details in our records.

**19. Is there a limit to the number of MUJI Dollars I can accumulate in a year?**

No, there is no limit to the number of MUJI Dollars that you can accumulate.

**20. What happens to my MUJI Dollars if I return the product for refund?**

The MUJI Dollar earned on the purchase of the product will be deducted.

**21. How do I cancel my account?**

To cancel your MUJI Reward membership, please inform us by writing in to [rewards@muji.com.my](mailto:rewards@muji.com.my). Your personal details will then be deleted from our system. Once membership is cancelled, you will no longer be able to use the MUJI Dollars or enjoy all the benefits and privileges of the programme.

**22. When will the effect take place after I've updated my personal particulars on the Members E-portal?**

The changes will take place with immediate effect.

**23. My MUJI Dollar accumulation was not processed due to system error or cases which I had forgotten to inform the cashier on my membership.**

You may like to write in to our customer service at [rewards@muji.com.my](mailto:rewards@muji.com.my) for assistance.

**24. How can I see my expiring points and the date when it will expire?**

The members account and information can be accessed via the e-portal link: <http://www.muji.com/my/membersportal/>

**25. I've forgotten my username or password, how can I reset them?**

You can click the "forget password" option found at the member e-portal link: <http://www.muji.com/my/membersportal/>

**26. I've not receive the reset link to update my password or username**

You may like to write in to our customer service at [rewards@muji.com.my](mailto:rewards@muji.com.my) to verify your details in our records.

**MUJI Members Reward Programme (New Registration)**

**27. I did not receive my login details after creating my member account at the store.**

You may like to write in to our customer service at [rewards@muji.com.my](mailto:rewards@muji.com.my) to verify your details in our records.

**28. I had incorrectly entered my email address during my member account registration.**

You may like to write in to our customer service at [rewards@muji.com.my](mailto:rewards@muji.com.my) to verify your details in our records.

**29. The system is down and I cannot activate the account at the store, can I do it at any outlet at any time?**

New account activation can be done at any outlet within a month period from the date of receipt transaction. Please bring the original stamped receipt to verify during activation at another store.

**30. I have missed the one-month timeframe to activate my member account.**

We regret to inform that we are unable to accept receipts beyond the one-month period.

**31. My NRIC or DOB registered in MUJI's record is incorrect.**

Please write in to our customer service at [rewards@muji.com.my](mailto:rewards@muji.com.my) with the updated information, further verification will be required.

**32. I have not activated my account and was not able to accumulate MUJI Dollars while making purchases, can the receipts be credited to my account upon activation?**

We regret to inform that the receipt transactions made before the member account registration is not valid for MUJI Dollars accumulation.