

Your Membership Details and Reward Points Validity

1. Membership is non-transferable and non-refundable.
2. Challenger reserves the rights to amend or withdraw any term, condition and member benefits without prior notice. Terms and conditions can be viewed on www.challenger.sg
3. Before your membership expires, you may renew it by paying the requisite administrative fee.
4. Every \$1 spent entitles you to earn 1 reward point. Reward point accumulation will only be recorded for items purchased at retail price.
5. Please allow 1 week from the delivery date of your item(s) for your reward points to be reflected in your reward point balance.
6. You must update your full particulars with Customer Service in person or via www.challenger.sg before you can start accumulating reward points. Your points are valid for as long as you are a valid member.
7. If you wish to change your member particulars, you must immediately inform Challenger either in person or in writing. Challenger shall not be accountable for any loss of member privileges or other resulting consequences.
8. Membership points will be forfeited upon refund of admin fee.
9. Monthly e-statement will be sent via email for update on current points.

How to Redeem Your Points

1. You must provide your NRIC or passport number before making a purchase in order to enjoy member benefits.
2. At the point of purchase, your purchases will be recorded and reward points will be credited into your account.
3. In order to redeem points and participate in the redemption process, your Challenger membership particulars must match the details on your NRIC (for Singaporeans/PR) or your passport (non-Singaporeans). Your membership account must also contain your most updated details in order for you to complete the redemption process. Challenger reserves the right to suspend or void the redemption process should we deem member's details to be incomplete, outdated, incorrect or forged.
4. Reservation of redemption items via our website at www.challenger.sg is recommended. However, no delivery of items will be entertained. Please bring along your reservation email printout and your NRIC or passport to facilitate the redemption procedure.
5. Authorization letter and your photocopied (front and back) NRIC/passport must be presented by the individual collecting on your behalf.
6. A grace period of 60 days is allowed for renewal of membership after the expiry date after which the new membership administrative fee shall apply. Member points shall be voided for nonrenewed membership of more than 60 days.
7. In event of a product refund (through purchase only, not redemption), the corresponding number of points shall be deducted from your account.
8. Redeemed items are non-returnable. If your redeemed item is faulty, you may exchange it for another redemption item of equal or higher reward point value. Exchange must be done within 7 days after redemption date.
9. Your reward points cannot be exchanged for cash.
10. Redemption items are available on a while stock last basis. Challenger reserves the right to change, remove or replace any redemption item without prior notice to members.
11. In the event of reward point discrepancy, please provide all your purchase transaction receipts for verification.

Guaranteed Savings on Membership Privileges

1. Minimum savings of \$50 is guaranteed over the 2-year membership period only.
2. With effect from 1 October 2011, a \$40 Rebate voucher will be awarded to members with total savings between \$0 and \$50.
4. All rebate claims must be completed using rebate forms available online at www.challenger.sg or at customer service counters.

5. Rebate claims will be processed and refunded via Rebate vouchers within 30 days.
6. Submission of rebate claim form must be within 30 days from the date of membership expiry, otherwise your submission will be invalid.
7. In the events of any dispute, all decisions by Challenger are final. No correspondence will be entertained.
8. Rebate is applicable as long as member has saved less than \$50 within 2-year membership cycle.
9. Rebate is only processed upon submission of rebate claim form.
10. Email/Telephone notification will be sent for collection of Rebate voucher (only at Funan).
11. Points accumulated during membership period will be void once Rebate voucher is issued.

Member Benefits

1. Discount on Star Shield Extended Warranty
 - a. Members will enjoy the discount given by Challenger on purchased products on which members would like to have extended warranty.
 - b. Prices on Star Shield Warranty are dependent on the product, price and number of years the member wish to cover.
2. \$2 Car Park Discounts with \$50 Purchase (In A Single Receipt Per Day).
 - a. Members are entitled only 1 car park redemption in a day in 1 purchase receipt above \$50.
 - b. Accumulation of multiple receipts is not allowed.
 - c. Redemption is not allowed to be made once the first redemption is made for the day in the same location.
3. Lowest Prices Guaranteed or 110% refund on Price Difference (with valid receipts only and for Printed Advertisements only)
 - a. Members are to produce valid receipts for the refund, any handwritten receipts are not allowed.
 - b. Receipts from other companies are to state the product and the price of the item to be refunded together with date of purchase in the receipt within 7 days.
 - c. Challenger will not do any refund if product is opened, used or damaged.
 - d. Members are to produce Printed Advertisement on reputable Publications, such as Singapore Press Holdings, Mediacorp and Times Publishing and their subsidiary companies within 7 days of advertising.
 - e. Printed Brochures or Websites of any kind are not acceptable.