

Your Membership Details

1. Membership is non-transferable and non-refundable.
2. Every \$1 spent on items purchased at retail or member's price earns you 1 reward point. Points are valid for as long as the membership is current.
3. The corresponding point value will be deducted in the event of a product refund (via purchase).
4. Points are not exchangeable for cash.
5. Please allow up to 1 week from the delivery date of your item(s) for your reward points to be updated on your reward point balance.
6. A monthly member e-statement is sent to all our members containing the membership expiry date and point balance. Please email us at membership@challenger.sg if you do not receive your e-statement.
7. In order to continue enjoying your membership privileges, we recommend that you renew your membership before it expires. We offer a 60-day renewal grace period from your date of expiry to retain your membership points. Your membership points will be void after 60 days from expiry date.
8. Please inform us via phone at 6339 9008 or via email at membership@challenger.sg if you wish to change your member particulars. It is the member's responsibility to ensure member details are accurate and updated at all times.
9. In the event of point discrepancy, please provide all your purchase transaction receipts for verification.

Redeeming Member Points

1. Please provide your NRIC/Passport Number/FIN in order to enjoy member benefits at our stores.
2. To reserve and redeem items, your NRIC/Passport Number/FIN must match that within your member particulars.
3. We recommend you log onto your member account via www.challenger.sg to reserve redemption items. Do present your reservation email print-out and your NRIC/Passport Number/FIN to facilitate the redemption collection process. Delivery of redemption items is unavailable at this point.
4. Redeemed items are non-returnable and may only be exchanged for an equal or higher point value item if the redeemed item is faulty.
5. Authorising someone to collect your redemption item on your behalf? Fill in the authorisation portion of the email print-out along with a photocopied front-and-back of your NRIC/FIN or the personal particulars page of your passport.
6. Redemption items are available while stocks last.
7. Challenger reserves the right to suspend or void the reservation or redemption process if we deem a member's details as incomplete, outdated, incorrect or forged.
8. Challenger reserves the right to amend or withdraw any condition or member benefit, or remove and replace any redemption item, without prior notice. The latest terms and conditions can be viewed on www.challenger.sg

Guaranteed Savings on Membership

1. WEF 1 October 2011, a \$40 rebate discount voucher will be awarded to members who have saved between \$0 to \$50 within the 2-year membership period only.
2. Please download your rebate claim from www.challenger.sg or obtain a copy from our Customer Service counters. Mail in or submit your form within 30 days of your membership expiry date for it to be processed.
3. We will process your claim within 30 days and notify you via email/phone to collect your \$40 rebate discount voucher (only at Funan).
4. Any remaining points will be void once the \$40 rebate discount voucher is issued.
5. In the event of any dispute, Challenger's decision is final and no correspondence will be entertained.