

Terms & Conditions

PURCHASES

- Strictly no extension or refund of expired vouchers is allowed.
- Voucher is valid for a single transaction.
- Voucher must be presented prior to ordering/payment.
- Vouchers purchased are non-refundable.
- Voucher/item cannot be replaced if lost, defaced, damaged, expired and/or voided.
- Voucher/item is deemed void without Merchant's stamp and validity date indicated.
- Voucher/item cannot be exchanged wholly or partly for cash.
- Any unused amount from the transaction will be forfeited.
- Voucher/item may not be transferred or re-sold without the permission of the Merchant.
- The management of the Merchant reserves the right to amend the terms and conditions of the voucher/item without prior notice.
- Voucher/item promotions are subsidised by SAFRA.
- Other terms and conditions of the respective voucher/item apply.
- SAFRA and Merchant will not be responsible for the loss or damage of vouchers/items.
- SAFRA will not be responsible for any claims, demands, losses, costs, expenses and/or liabilities of any kind whatsoever suffered, arising from or in connection with any transaction or dealing between Merchant and the voucher/item holder.

COLLECTION

- All vouchers/items must be collected in person within fifteen (15) days from Date of Purchase*. Proceed to the Customer Service counter of your selected SAFRA Club from 9am to 9pm daily (except on the Eve, 1st and 2nd day of Chinese New Year).
- You are required to present your SAFRA card/SAFRA DBS card AND photo ID in person to facilitate redemption. Rest assure that the photo ID is only required for sighting and verification purposes.
- *There is an administrative fee of \$5.00 levied if voucher/item is still not collected after fifteen (15) days from Date of Purchase. An additional \$5.00 administrative fee per voucher/item will be levied for any arrangement made after the stipulated collection period.
- Your proxy / authorised personnel will need to present the following documents during collection:
 - A clear visual of your photo ID for sighting
 - A clear photocopy of your valid SAFRA card
 - Clear print-out or visual of receipt of the purchase
 - Proxy's original photo ID for sighting
 - A signed copy of the Letter of Authorisation which will be retained for tallying purpose. You may download a copy of the Letter of Authorisation [here](#).

PURCHASING ELIGIBILITY

- By browsing, accessing, using and/or transacting on SAFRA's Treats & Deals Website (the "Website"), you agree to be bound by all the terms and conditions set out herein and you acknowledge that any purchase made herein is subject to the said terms and conditions.
- By browsing, accessing, using and/or transacting on the Website, you agree to accept all responsibility for all activities occurring under your account and/or password.
- Without prejudice to the ability of any member to browse, access and/or to use the Website, no member may make any purchase online unless he is at least eighteen (18) years of age at the time of any such purchase. In the event that the member is below eighteen (18) years of age, he or she may only transact on the Website with authorisation and/or under the supervision from a parent or

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legal guardian who is also a member, and SAFRA shall not be responsible for any loss and/or damages suffered by any member as a result of a breach of the terms and conditions herein. SAFRA shall also not be liable and/or responsible for any loss and/or damages that may be suffered by any parent or legal guardian, whether a member or otherwise, as a result of a breach of the terms and conditions herein by any members below eighteen (18) years of age.

- For the avoidance of doubt, where any Dependent member below the age of eighteen (18) years shall make any purchase on the Website, the Principal member shall be deemed to have authorised and consented to him or her making such purchase, and the Principal member shall be fully liable for such purchases, as well as shall indemnify SAFRA in full against any claim, loss and damages which may be suffered by SAFRA as a result of or in connection with the said purchase by the aforementioned Dependent member.

For **Frequently Asked Questions (FAQ)** on Purchases and Collection, read more [here](#).

To learn how to make a purchase at treats.safra.sg, refer to the [Buying Guide](#).