

Terms & Conditions: "Makeover Club" Loyalty Program

1. General Overview

Makeover Club (hereinafter referred to as the "Program") is organised by The Makeover Guys Sdn Bhd (1125623-P)(hereinafter referred to as "TMG").

By enrolling in the Program, members agree to the following terms and conditions.

2. Eligibility & Membership

2.1. The Program is open to the following:

- 2.1.1. **Gold Membership (TMG Clients):** Individuals who have engaged TMG for a renovation service within TMG's coverage areas—Klang Valley, Johor Bahru, Kuching, or Kota Kinabalu—with the project fully completed and full payment received by TMG.
- 2.1.2. **Silver Membership (Non-TMG Clients):** Individuals who have made valid purchases from DUK Furniture or used/subscribed to services provided by CozyHomes (also known as The Property Guys Sdn. Bhd.). No minimum spending is required to qualify.

2.2. Membership Enrollment:

- 2.2.1. Enrollment is automatic for eligible clients upon completing the required transactions.
- 2.2.2. Upon qualification, members will receive an email with their e-membership card, which must be presented for reward redemptions.
- 2.2.3. TMG reserves the right to approve or deny membership at its discretion.
- 2.2.4. Benefits are non-transferable and non-assignable and are only for the exclusive use of the Member.
- 2.2.5. Each individual is eligible for only one membership tier. In the event a Member qualifies for more than one tier, only the higher tier will be recognised as valid.
- 2.2.6. The Management may, at its sole discretion, terminate the Program without giving notice or reason, in which event any benefits, privileges and / or rewards accumulated by the Member under the Program shall be voided.

3. Membership Tiers & Benefits

3.1. Gold Membership Rewards (TMG Client)

3.1.1. Makeover Bonus

- **8% Discount on Makeover Services**

- Members receive a 8% discount on makeover/renovation services provided by TMG.
- This discount is applicable only to makeover/renovation services.
- A minimum spend of RM35,000 on makeover/renovation services is required to be eligible for the discount.
- The discount cannot be combined with other ongoing promotions or offers.
- The benefit is strictly non-transferable and may only be redeemed by the registered member whose name appears on the e-membership card. It cannot be assigned, sold, gifted, or otherwise transferred to another person, including family members or business associates.
- Redemption is limited to a maximum of three (3) times per calendar year per member.
- The discount is subject to TMG's acceptance of the renovation job, as it may require further inspection and qualification of the property. TMG reserves the right to decline any project at its sole discretion.
- This benefit is applicable only to renovations in Johor Bahru (excluding Kota Tinggi, Pengerang, Desaru, Kulai, and Senai) and Klang Valley. For verification of coverage areas within Klang Valley, please reach out to Lisa.

3.1.2. Essential Rewards

- **10% Discount on DUK Furniture Purchases**

- Members receive a 10% discount on furniture purchases made at DUK.
- A minimum spend of RM1,000 is required to qualify for this discount.
- The discount can be used in conjunction with ongoing promotions listed on dukdesign.com.my only.
- The promo code has no expiry and can be used an unlimited number of times.

- The promo code will be issued via email upon confirmation of membership eligibility. Please refer to item 2.1.1 for full eligibility criteria.
- Discount can be redeemed via dukdesign.com.my by entering the member's unique promo code at checkout.

3.1.3. VIP Experiences

○ Free Coffee (2x Per Month)

- Members are entitled to two (2) complimentary cups of coffee per month at RaRa coffee, located at The Makeover Guys Experience Centre, Emhub Kota Damansara.
- To redeem, members must present their e-membership card at the reception counter.
- The complimentary coffee is strictly non-transferable and cannot be accumulated or carried forward if not redeemed within the month.

3.2. Silver Membership Rewards (Non-TMG Client)

3.2.1. Makeover Bonus

○ 3% Discount on Makeover Services

- Members receive a 3% discount on makeover/renovation services provided by TMG.
- This discount is applicable only to makeover/renovation services.
- A minimum spend of RM35,000 on makeover/renovation services is required to be eligible for the discount.
- The discount cannot be combined with other ongoing promotions or offers.
- The benefit is strictly non-transferable and may only be redeemed by the registered member whose name appears on the e-membership card. It cannot be assigned, sold, gifted, or otherwise transferred to another person, including family members or business associates.
- Redemption is limited to a maximum of three (3) times per calendar year per member.

- The discount is subject to TMG's acceptance of the renovation job, as it may require further inspection and qualification of the property. TMG reserves the right to decline any project at its sole discretion.
- This benefit is applicable only to renovations in Johor Bahru (excluding Kota Tinggi, Pengerang, Desaru, Kulai, and Senai) and Klang Valley. For verification of coverage areas within Klang Valley, please reach out to Lisa.

3.2.2. Essential Rewards

○ 5% Discount on DUK Furniture Purchases

- Members receive a 5% discount on furniture purchases made at DUK.
- A minimum spend of RM1,000 is required to qualify for this discount.
- The discount can be used in conjunction with ongoing promotions listed on dukdesign.com.my only.
- The promo code has no expiry and can be used an unlimited number of times.
- The promo code will be issued via email upon confirmation of membership eligibility. Please refer to item 2.1.2 for full eligibility criteria.
- Discount can be redeemed via dukdesign.com.my by entering the member's unique promo code at checkout.

3.2.3. VIP Experiences

○ Free Coffee (1x Per Month)

- Members are entitled to one (1) complimentary cup of coffee per month at RaRa coffee, located at The Makeover Guys Experience Centre, Emhub Kota Damansara.
- To redeem, members must present their e-membership card at the reception counter.
- The complimentary coffee is strictly non-transferable and cannot be accumulated or carried forward if not redeemed within the month.

4. RecoRenoReward Referral Program

The RecoRenoReward Referral Program ("Referral Program") allows existing "Makeover Club" Loyalty Program members (as defined in item 2) to refer new clients and earn rewards.

4.1. Qualified Referral

- A Qualified Referral is a successful referral where the Referred Customer engages TMG for a makeover/renovation project with a minimum value of RM35,000 and completes full payment.
- The Referred Customer must be new (i.e., has never engaged TMG for a makeover/renovation before and does not exist in TMGs' customer database).
- The Referrer and Referred Customer cannot be the same person.
- Referral rewards cannot be combined with any other ongoing makeover discounts (i.e. loyalty program discounts).
- The referred customer's makeover/renovation must be for a property located in Klang Valley (for verification of coverage areas within Klang Valley, please reach out to Lisa) and Johor Bahru (excluding Kota Tinggi, Pengerang, Desaru, Kulai, and Senai), Malaysia.

4.2. Referral Rewards

- Upon successful completion of full payment by the Referred Customer for a Qualified Referral, the Referrer will receive an RM1,000 cash reward via bank transfer.
- The Referred Customer will receive a mystery prize, to be determined at the point of confirmation or completion of the makeover.

4.3. Reward Payout & Limits

- Rewards are payable in Ringgit Malaysia (RM) and will be processed within 30 working days after the Referred Customer has made full payment.
- Each referred customer is valid for one referee only. Multiple referrers cannot claim rewards for the same refereed customer.
- There is no limit on the number of Qualified Referrals a Referrer can make per calendar year.
- Referrers are responsible for any applicable tax liabilities arising from referral rewards.

4.4. Eligibility & Restrictions

- The program is open to individuals only; businesses and corporate entities are not eligible.

- The program may be used in conjunction with selected promotions as determined by TMG.
- TMG reserves the right to amend the list of eligible promotions without prior notice.
- TMG reserves the right to disqualify any referral that does not meet the criteria of a Qualified Referral, is deemed suspicious, or violates any terms or legal regulations.

4.5. Preventing Abuse & Disqualification

- TMG reserves the right to review and verify all referrals before approving rewards.
- Any referral deemed suspicious, fraudulent, or in violation of these terms will be disqualified.
- TMG may request proof of relationship between the Referrer and Referred Customer if needed to verify authenticity.
- TMG reserves the right to recover improperly issued rewards if it is later determined that a referral did not meet the eligibility requirements.

5. General Terms & Conditions

- 5.1.** Rewards earned must be used within the stated validity period and cannot be carried forward.
- 5.2.** Discounts on makeover services cannot be combined with other promotions.
- 5.3.** Membership benefits are strictly non-transferable and may not be exchanged for cash or other rewards. They may only be redeemed by the registered member.
- 5.4.** All services and benefits under this Program are subject to the service coverage areas. TMG reserves the right to determine service availability based on location and may decline requests outside the covered locations.
- 5.5.** TMG reserves the right to modify, suspend, or terminate the Program and its benefits at any time, without prior notice and at its sole discretion. Any unclaimed referral rewards at the time of termination will be forfeited.
- 5.6.** Fraudulent activity or abuse of the Program may result in membership termination and forfeiture of all benefits.
- 5.7.** The validity of rewards and vouchers is subject to the terms stated above, and expired vouchers will not be reinstated.
- 5.8.** TMG shall not be liable for any loss or damage arising from the use of the Program benefits.
- 5.9.** By participating in the Program, members agree to be bound by these Terms & Conditions.

- 5.10. Any disputes arising from the Program shall be resolved at the sole discretion of TMG.
- 5.11. This Program is governed by the laws of Malaysia, and participants agree to submit to the jurisdiction of Malaysian courts.

6. **Personal Data Protection**

By participating in the Campaign, customers agree to the collection, use, and disclosure of their personal data in accordance with TMG's Privacy Policy. For more information, kindly visit <https://www.themakeover.my/privacypolicy>

7. **Governing Law**

These terms and conditions are governed by and construed in accordance with the laws of Malaysia. Any disputes arising out of or in connection with these terms and conditions shall be subject to the exclusive jurisdiction of the courts of Malaysia.

8. **Contact Information**

For any enquiries related to the Program, customers can contact TMG's Customer Service, Lisa, via WhatsApp or call 016-9003720 from 10 am to 6 pm, Monday through Friday.