

# TEDBOY CLUB

## Frequently Asked Questions

### About Tedboy Club

**Q: What is the Tedboy Club Membership Programme?**

Tedboy Club is a membership programme rewards members for all their spend at any Tedboy outlets in an easy and simple way! By participating in this programme, members will be able to earn and redeem at all Tedboy outlets.

**Q: Are there any hidden fees for registration?**

No, there are no hidden fees. Tedboy Club is free for registration upon any transaction!

**Q: Can I use my Tedboy Club Membership in other countries, other than Malaysia?**

Unfortunately, no.

**Q: How does Tedboy Bakery manage personal information?**

Please read our [Privacy Policy](#) for details.

**Q: What is the difference between Tedboy Club Members with Tedboy online reward points?**

Tedboy Club members reward points & benefit ONLY collectable & redeemable at **Tedboy physical store**. Meanwhile, **Tedboy online reward points** are ONLY applicable in tedboy.com online purchase.

### Becoming a Member

**Q: How do I become a member?**

- You can apply for membership at any Tedboy outlets upon purchase
- Our staff will request you to fill in an online registration form (required: Full Name, Email Address, Contact Number and Birth Date).
- Membership is valid for a lifetime and there are no renewals or annual fees required.

**Q: Who can become a member?**

The minimum age is 18 years old. Open to all residents in Malaysia and non-Malaysian.

**Q: Can I sign up for my membership on Tedboy website?**

**NO.** You will need to sign up at our physical Tedboy outlets. Currently, Tedboy membership club programme is not integrated with tedboy website.

**Q: Do I get a membership card?**

There is no card required or presented. Your membership number is your registered mobile number.

**Q: Can I use a house number as registration?**

We require a Malaysian mobile number, to ensure that you will receive exclusive members- only offers and important updates via SMS.

**Q: Is there an expiry date on my membership?**

**No.** However, the cumulative reward points may expire annually every 31st December. So for every 1st January, all reward points will reset to 0.

**Q: I forgot my phone number. What should I do?**

Fret not, we hope you haven't forgotten your full name too! Our friendly staff always ready to help you

**Q: I no longer use the phone number provided for membership number. What should I do?**

Do inform our staff upon order and we may update your phone number for you.

**Q: Do I have to provide my birth date?**

Yes! Only if you want to enjoy our complimentary slice cake on your birthday month!

**Q: Can I transfer my Tedboy Club Membership to someone else?**

Unfortunately, NO. Do get your friend to sign up his/her own membership!

**Q: I would like to update my details on my membership. How can I do that?**

Just head to any Tedboy outlets and request for an update of your details for your membership.

**Reward Points**

**Q: Can I start earning/collecting points once I register for membership?**

Yes, you can start earning points at your next purchase at any Tedboy Bakery and Express outlets after registration. Earned points will be added to your account and available to use.

**Q: How do I earn/collect points?**

Make your purchase at any Tedboy outlets. Kindly present your membership number (your registered mobile phone number) upon purchase.

**Q: How many points do I get when I spend at Tedboy?**

Every RM1 spend = 1 point.

For example, if your bill comes up to RM50, and you have applied for a discount of RM10, the total you'll have to pay is RM50-RM10 = RM40; and RM40 = 40 points.

**Q: Can I earn points even though my bill has other discounts and offers?**

Yes, you can! Points are earned based on the total amount spent.

**Q: How do I check my points balance?**

You may refer to any Tedboy outlets, by presenting your membership number or you can refer to the receipt presented to you upon your purchase.

**Q: How do I redeem points?**

You can redeem your points at any Tedboy outlet. Kindly present your membership number (your registered mobile phone number) upon redemption.

**Q: What can I redeem my points for?**

Currently the redemption items are:

**Members' Point Redemption**

Tedboy Items	Redeem Points
RM50.00 Rebate	600 pts
RM10.00 Rebate	190 pts
White Coffee	200 pts
Black Coffee	150 pts

**Q: Can I redeem points even though I did not purchase anything?**

Yes, you can for item redemption using points. Not applicable to cash rebate (eg: RM20 off).

**Q: Can I earn/redeem my points on Tedboy website?**

Points earned from the website is redeemable for next purchase on website ONLY. IF you have accumulated enough points.

**Q: Will my points expire?**

Points accumulated will expire within the same year. Upon expiry of the validity period, any unused points will be deducted from your account.

Example: Points earned starting 1st January 2023 will expire on 31st December 2023 (end of the year).

**Q: Can I transfer the points in my membership account to another membership account?**

Unfortunately, no.

**Q: I purchased on tedboy.com website, can I use that purchase to add points to my store membership?**

Purchases and points collection on tedboy.com and in-store are two separate reward programmes. **They are not interchangeable.**

## **Other Benefits**

**Q: Can I redeem the complimentary birthday treat for my friend using my membership?**

Your complimentary birthday treat can only be redeemed once a year, during your birthday month. (Provided you have made purchases at Tedboy physical stores prior to birthday redemption month)

**Q: Can I get my friend to help me redeem my complimentary birthday treat using my membership?**

Unfortunately, no. You will need to provide your physical IC upon redemption, as well as your membership number. No photocopy, or camera captured picture of IC is valid for redemption.

## **Terms and conditions of Tedboy Club members' benefits:**

- Applicable at all Tedboy retail outlets.
- Member identification (phone number) must be presented upon order. It's your responsibility to identify as a Member before finalising the payment.
- Discounts may not be applicable to seasonal and promotional products and may not be used with birthday discount vouchers, special offers, promotions, gift vouchers and refunds, unless otherwise stated.
- Discounts are not applicable for purchase of merchandise, jam and consignment products.
- The birthday month complimentary treat is not redeemable with other Tedboy Bakery discounts, prevailing special offers, promotions, promotional vouchers and/or seasonal items, unless otherwise stated. Members need to provide original IC for verification purposes. Points expiry date is 31st December of each year. Come January 1st following year, all points will reset to 0.
- Benefits can be revised and amended at any given time, without prior notice.

## **TEDBOY ONLINE REWARD POINTS**

### **About Tedboy Online reward points (points collection & redemption on tedboy.com)**

**Q: What are the Tedboy Online reward points?**

This programme rewards members for all their spend at tedboy.com in an easy and simple way! By signing up as a Registered User before proceeding to place an order, customers can collect reward points based on their final check out.

**Q: How is this work?**

Step 1: Sign up/ sign in to your account

Step 2: Proceed to checkout as per usual

Step 3: Reward points will be credited into your account after the delivery is completed.

Step 4: You can start to redeem your reward points once the collected **points reach 500pts** (equal to RM 50 OFF from your next total bill)

**Q: Is there any expiry on the account?**

The account and collected points have no expiry as long as you are still using the same account.

**Q: How to collect the reward points?**

To collect the reward points, you will need to sign up/sign in before proceeding to check out.