

## 16. Membership & Points

Q16-1: How do I become a member?

A16-1: Click “Register/Join as Member”to join for free:

Registration Methods: - Phone number, Email - Social media accounts (LINE/Facebook/Google/Apple) for quick registration

Member Benefits: Join as a member to accumulate points and enjoy exclusive offers.

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Q16-2: How are membership tiers divided?

A16-2: Based on annual cumulative spending: - Regular Member: No spending requirement - Silver Member: Cumulative spending of NT\$5,000 - Gold Member: Cumulative spending of NT\$15,000 - Black Member: Cumulative spending of NT\$30,000

Tier Benefits: Higher tiers enjoy better point rewards and exclusive offers.

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Q16-3: How do I accumulate points?

A16-3: Regular product purchases earn 1 point per NT\$1 spent (sale items or specified products may not apply).

Credit Time: Points are automatically credited 7 days after order completion.

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Q16-4: How much can points be redeemed for?

A16-4: 1 point equals NT\$1, can be entered for redemption during checkout.

Usage Restrictions: Single order redemption limits depend on activity rules or system settings, usually excluding shipping fees.

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Q16-5: Do points have expiration dates?

A16-5: Valid for 12 months from the date earned, automatically expire after that.

How to Check: You can view point expiration dates in the member center.

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Q16-6: Are there special birthday benefits?

A16-6: Yes, members receive during their birthday month: - Exclusive birthday coupons - Double point rewards

Details: Subject to current activity announcements.

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Q16-7: Can I get rewards for referring friends?

A16-7: Yes. Through referral links, invite new members to complete their first purchase, and both you and your friend can receive points or discount coupon rewards.

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Q16-8: Will membership benefits change?

A16-8: We may adjust the membership system based on market and operational conditions.

Change Notifications: Any changes will be announced on the official website in advance and notified to members via Email/APP push notifications.

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Q16-9: How long after purchase can I see my points?

A16-9: After order completion and beyond the return period (usually 7 days), the system automatically awards points and displays them in the member account.

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Q16-10: Can points be transferred or combined?

A16-10: Points are limited to personal account use only, cannot be transferred, exchanged for cash, or combined between different accounts.

Account Merging: However, if account merging application is successful, customer service can help integrate points into the main account.