

VERIFICATION

How do i verify my account?

- To post or bid for a job, you are required to verify your account via a link sent in an email and update your profile with “Profile Photo”, “First Name”, “Last Name” and “Contact Number”.

User Verification

- Please note that Moonlight only verifies users on their email addresses. Moonlight may or may not perform any personal background checks or other verification. Hence, any jobs and activities carried out are based on mutual trust, respect and voluntary basis.

Are CUSTOMER and SHOPPER verified before using Moonlight?

- Moonlight only performs user verification through email address. Only verified user is able to perform any job tasking or posting. For more information, please visit our Data Protection Policy and Terms and Conditions.

CUSTOMER

How do I post a job after I have been verified by Moonlight?

- After you have verified with Moonlight via email. You can start posting a job by clicking on “Post A Job” and you will be directed to a page shown below.
- Set the date and time that you want the job to be done by and close the bid by.

Post a Job

I want it to be done by

Date

Time

I'll close the bid at

Date

Time

The job is about

Categories

Contact Lens

Baby Products

Personal Grooming

Food Related

- Choose the type of items under “Categories”. You can provide information on the product such as brand, size or quantity under “Title” and “Description”

The job is about

Categories

Contact Lens

Baby Products

Personal Grooming

Food Related

Title

E.g. 'buy Huggies diapers'

Description

E.g.Type: GoldSize: NewbornQuantity: 2 Jumbo PackMade in South KoreaPlease purchase the items and deliver to my house.

- Decide the type of payment method.
 1. Bounty only.
 - i. Upon awarding the job to a Shopper, you will pay the Bounty first and reimburse the cost of items (and GST if applicable) after the job is done.
 - ii. Moonlight will hold the Bounty until the job is verified to be completed
 2. Bounty with Deposit
 - i. Upon awarding the job to a Shopper, you will pay the Bounty with an additional amount as Deposit. You will reimburse the cost of items (and GST if applicable) after the job is done.
 - ii. Moonlight will hold both the Bounty and Deposit until the job is verified to be completed.
 3. FULL SUM
 - i. Upon awarding the job to a Shopper, you will pay the Bounty and cost of items (and GST if applicable). No reimbursement is required after the job is done.

Bounty Type ⓘ

☒

Bounty Only

I'll reimburse the cost of items after job is done. One step at a time.

☐

Bounty with Deposit

I'll put a deposit and reimburse the cost of items after job is done. Fret Not!

☐

Full Sum

I'll commit a full sum of bounty and item cost. Keep the change!

I'm willing to pay

\$

Bounty

SGD

List of Locations

Add a Location

Images (Optional)

Upload photos to provide more details

- Under “List of Locations”, you can add addresses such as the shops you want to the SHOPPER to buy the items from or the delivery location.

Location 1

X

Block Number

XXXXXX

Road Name

XXXXXXXXXXXXXXXXXX

Unit Number (Optional)

XX-XXXX

Building Name (Optional)

XXXXXXXXXXXX

Country (Optional)

XXXXXXXXXX

Remarks (Optional)

SHOP ADDRESS

Add another Location

- You can upload image(s) of the items and add your mobile number for us to contact you.

I'm willing to pay

\$

Full Sum

SGD

List of Locations

Add a Location

Images (Optional)

Upload photos to provide more details

Please contact me at

Mobile number

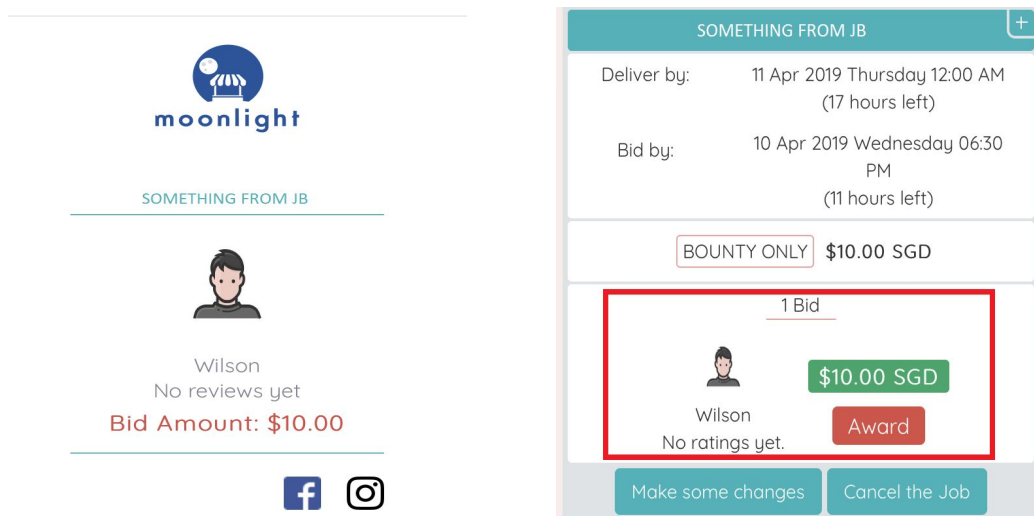
+65

Create

- Click on “Create” Sit back, relax and wait for users to bid for your job.

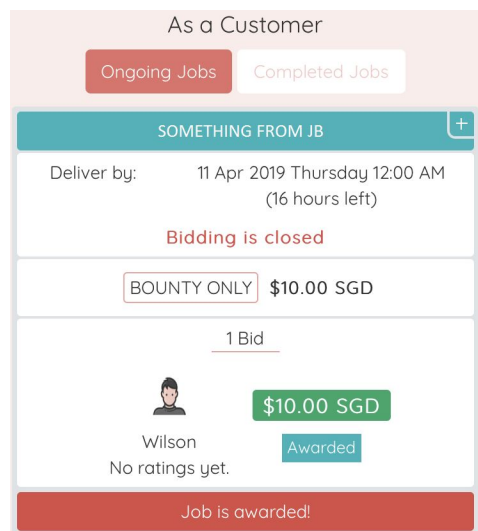
How do I award a bid?

- You will receive an email notification when a bid is placed for your job. You can view all existing bids and the profiles of SHOPPERS who have bidded. Click "Award" to award the job to the Shopper.



How do I know if the job is awarded?

- Once you have awarded the job to a SHOPPER, it will be taken off from the marketplace. You can view it under "My Job" > "As a Customer". After you have awarded the job, it will reflect as "Bidding is closed" and "Job is awarded".



What can i buy?

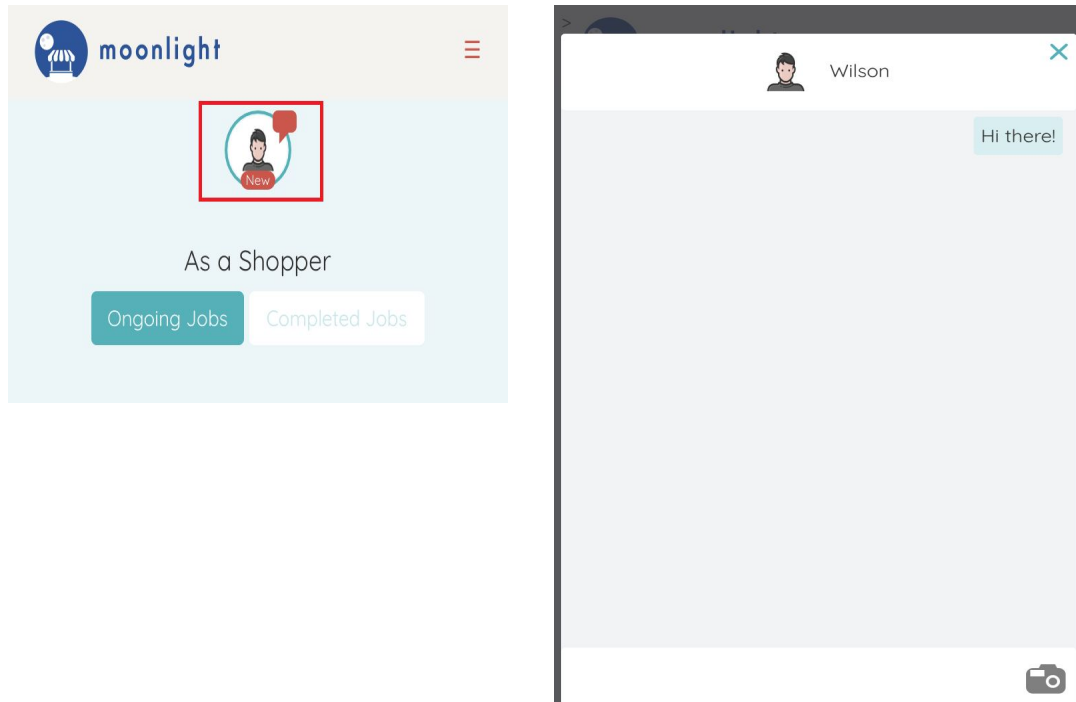
- The items requested must not prohibited by law and do not violate any laws. You can buy anything from anywhere so long there is a SHOPPER who is willingly to place a bid for the job and make the purchase(s).
- Moonlight reserve the rights to delete any job and stop any transaction if the items are found to be prohibited items or any unlawful activities are being carried out. For more information, please refer to our Terms and Conditions or contact us at contact@moonlight.sg.
- Be sure to check out the following sites if you have any doubts on the requested items;
 - **SINGAPORE CUSTOMS**
<https://www.customs.gov.sg/individuals/going-through-customs/arrival/prohibited-and-controlled-goods>
 - **AGRI-FOOD AND VETERINARY AUTHORITY OF SINGAPORE**
<https://www.ava.gov.sg/explore-by-sections/food/#bringing-food-into-singapore--exporting>
 - **HEALTH SCIENCES AUTHORITY OF SINGAPORE**
https://www.hsa.gov.sg/content/hsa/en/Health_Products_Regulation/Consumer_Information/Personal_Import_Regulations/bringing_personal_medication_into_Singapore.html

How do I pay the SHOPPER?

- Payment is made to Moonlight after you have awarded the SHOPPER via PAYNOW or CREDIT CARD. Reimbursement for cost of items (and GST if applicable) can be done by through CASH PAYMENT or PERSONAL INTERNET BANKING to the SHOPPER directly..

How do I communicate with SHOPPER?

- A Conversation Box between you and the SHOPPER will be created once the job is awarded. After the job is completed and verified by both the CUSTOMER and SHOPPER, this Conversation Box will be closed.



How do i get my items from the SHOPPER?

- If you wish to have the items delivered to you, you can provide a delivery address under “List of Locations” and indicate it as “Delivery Address” under “Remarks”. Alternatively, you can suggest collection through a meet-up at a location by providing and indicating the address as “Meet Up Address”.

Please take note that all existing bids will be void if there is any changes to any addresses. Please communicate directly with the SHOPPER if there is any changes to the job after it is awarded.

Can I amend my job after I awarded a SHOPPER?

- You cannot make changes to your job after it is awarded to a SHOPPER. Please communicate directly with the SHOPPER if there is any changes to the job after it is awarded via Conversation Box. However, it is at the SHOPPER's

discretion to agree to the changes.

If the items are valued below SGD 100, are they subjected to GST?

- If the value of the items in the job is less than SGD 100, you are not required to pay for GST. For more information on GST and GST Import Relief, please visit the following sites.

Singapore Customs Duty-Free Concession and GST Relief

<https://www.customs.gov.sg/individuals/going-through-customs/arrival/duty-free-concession-and-gst-relief>

SHOPPER

How do I bid for a job and how do I know if I am awarded

- You can see existing bids placed by other SHOPPERS. You are free to place a bid of any amount which is deemed fair and reasonable to you. The CUSTOMERS will review all bids and profiles of SHOPPERS before awarding the job at his/her discretion.

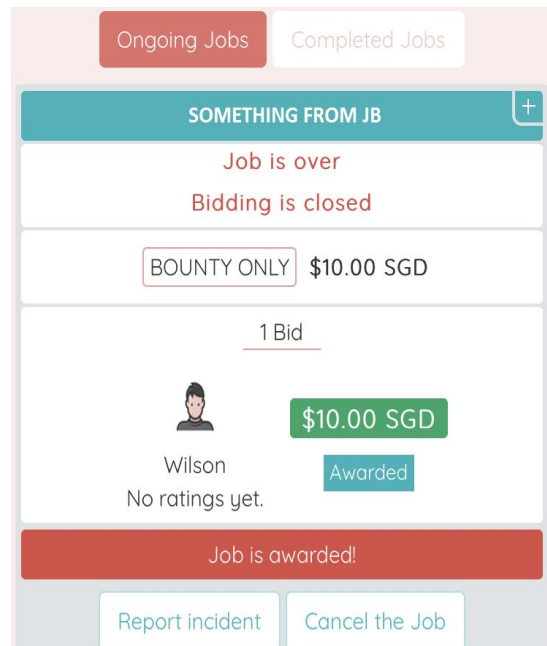
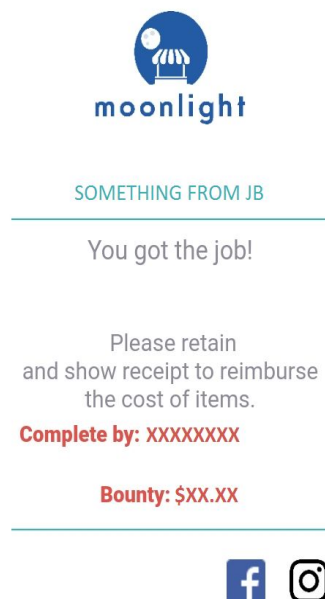
Nobody has bidden for the job yet.

\$

Your bid must be more than \$0!

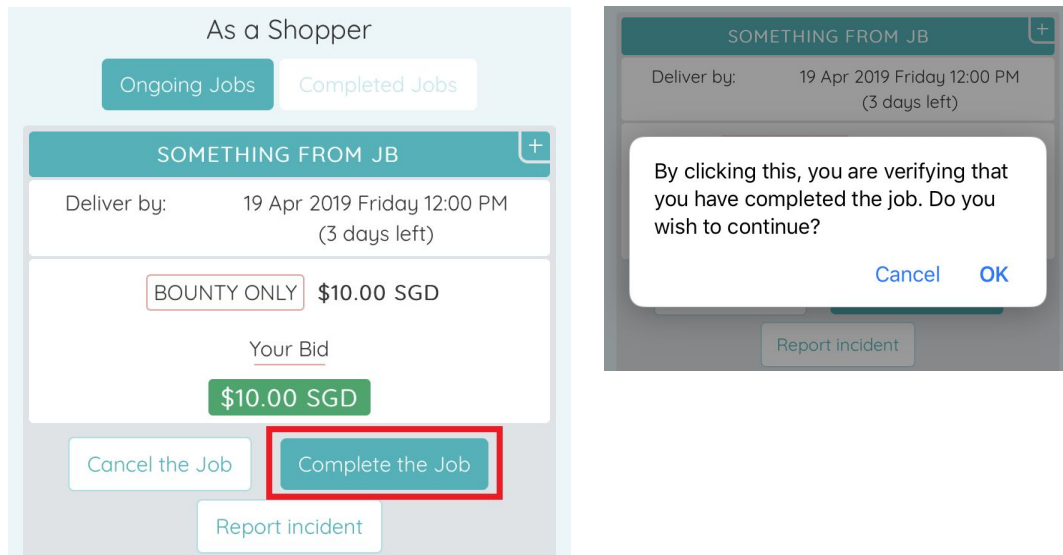
Bid

- Once the CUSTOMER has awarded the job to you, you will be notified through email. You can view the awarded job under “My Job” > “As a Shopper” > “Ongoing Jobs”.

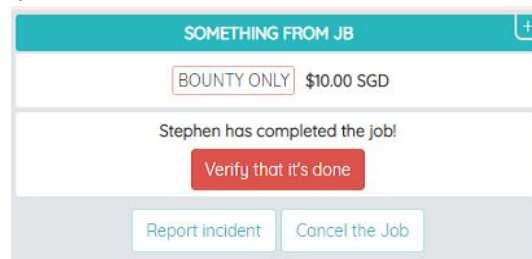


How do I receive my money?

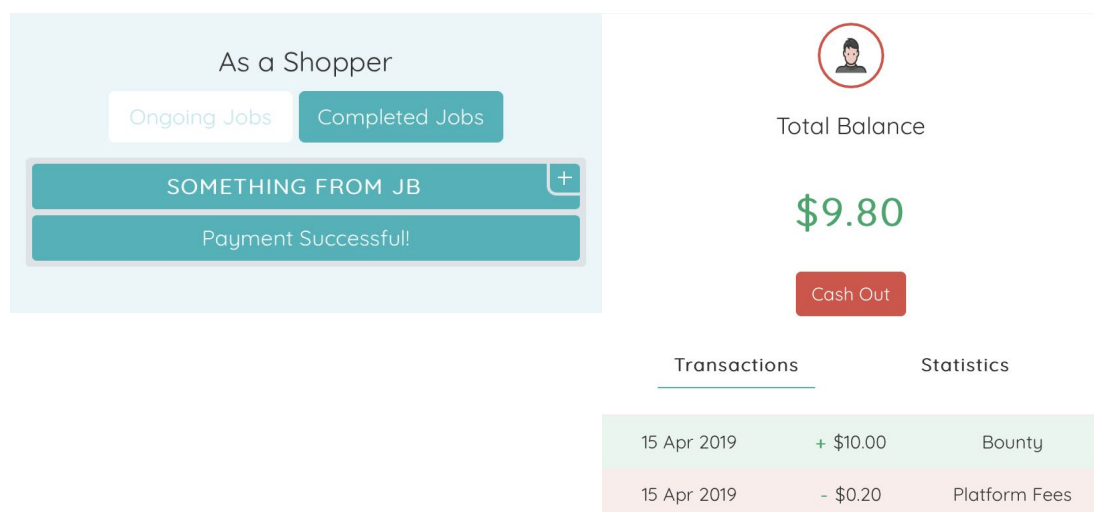
- Once you have completed the job as per request, please proceed to click on “Complete The Job”.



- The CUSTOMER will be notified through email. He/she will verify that the job is done by clicking on “Verify that it's done”.



- After both parties have verified that the job is done, the BOUNTY will be credited to your wallet. You can check your wallet balance under “My Wallet”.



Can I ask a question before bidding and how do i communicate with the CUSTOMER?

- You can click on “Ask A Question” on the job page if you have any enquiries.

Nobody has bidden for the job yet.

\$

Your bid must be more than \$0!

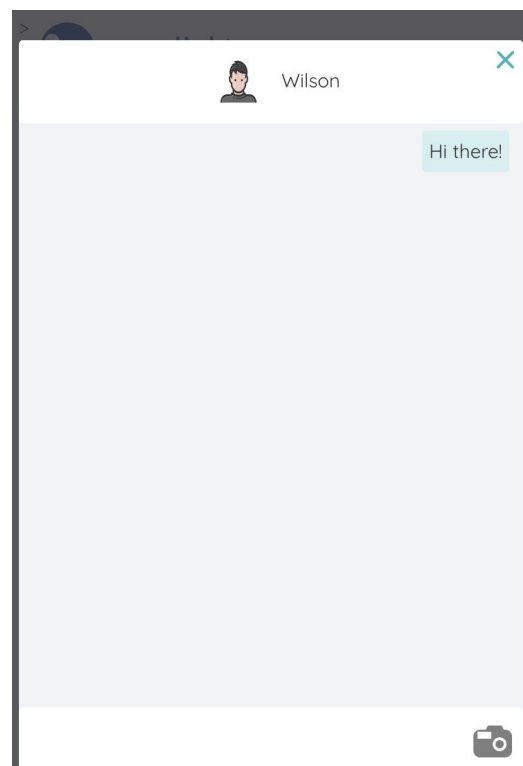
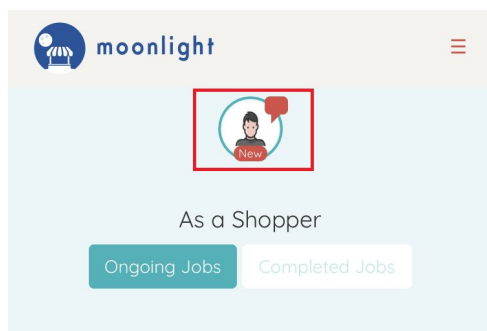
Bid

What's your question? ✕

Hi, may I know what is the brand that you are looking for?

Post it!

- A Conversation Box between you and the CUSTOMER will be created once the job is awarded to you.



Can I make multiple bids for a job and can I re-bid after I cancel my bid?

- You are only allowed to bid once for a job. If you cancel your bid, you are not allowed to make another bid for the same job.

Can I inspect the items before bringing back to SINGAPORE?

- Please seek for permission from the CUSTOMER before unboxing or unwrapping any purchased items.

What happens if the CUSTOMER cancels the job after I have bought the items?

- You can report an incident by clicking on “Report Incident”. Please provide us with all the information available and we will contact you in 3 business days.

BOUNTY ONLY \$10.00 SGD

1 Bid

Wilson
No ratings yet.

\$10.00 SGD
Awarded

Job is awarded!

Submit

Cancel the Job

- If the CUSTOMER does not respond to us within 48 hours, the BOUNTY will be credited to your wallet.
- If the CUSTOMER responds within 48 hours, we will investigate the matter and determine if any refund or compensation is required.

What should I do if I lose the receipt?

- If you lose the receipt of a purchase, please notify the CUSTOMER via the Conversation Box. It is at the CUSTOMER's discretion to reimburse the remaining amount to you.

I am unable to complete the job, what should I do?

- If the SHOPPER is unable to complete the job on time. Please notify the CUSTOMER before canceling the job.

CASHING OUT

What is the minimum sum to cash out?

- The minimum sum to cash out is SGD 5.00. You will receive the payout via PayNow. Please note that the minimum sum to cash out is subjected to changes.

What are the admin fees and charges in Moonlight?

- Please note that the admin fees and charges are subjected to changes. Moonlight reserved the rights to make any changes to the fees and charges at our discretion.

Amount of BOUNTY, DEPOSIT and FULL SUM	Payment Method by CUSTOMER	Admin charges due to SHOPPER
SGD \$90 and More	CREDIT CARD	4.00%
SGD \$40.00 to SGD \$89.99		5.00%
SGD \$20.00 to SGD \$39.99		6.00%
SGD \$15.00 to SGD \$19.99		7.00%
SGD \$10.00 to SGD \$14.99		9.00%
Amount of BOUNTY, DEPOSIT and FULL SUM	Payment Method by CUSTOMER	Admin charges due to SHOPPER
SGD \$90 and More	PAYNOW	2.00%
SGD \$40.00 to SGD \$89.99		
SGD \$20.00 to SGD \$39.99		
SGD \$15.00 to SGD \$19.99		
SGD \$10.00 to SGD \$14.99		
SGD \$9.99 and below		

Update on 24 APRIL 2019

How can I view my previous transaction?

- You can view your previous transactions under “MY WALLET”. The transactions are sorted by date.

Can I still cash out if my account is suspended?

- No cashing out of money is allowed if the account is suspended. The account will be allowed to cash out after investigation is completed.

REFUND

Can i cancel the job?

- The CUSTOMER can cancel the job at any point of time. However, if the job is awarded, the SHOPPER has to agree to the cancellation before any refund is made to the CUSTOMER.

For more information, please visit our Refund and Cancellation terms in our Terms and Conditions.

How long does Moonlight take to process refunds?

- If both of the CUSTOMER and SHOPPER agreed to the cancellation, refund will be made immediately.
- If both CUSTOMER and SHOPPER disagree on job cancellation, an investigation will be conducted by Moonlight. Both parties will be notified after the investigation has concluded.
- Please note that all refunds are transferred via PayNow. For more information, please visit our Refund and Cancellation terms in our Terms and Conditions.

I have not received my refund.

- If you do not received your refund after approval. Please contact us at payment@moonlight.sg

REPORT INCIDENT

Is the CUSTOMER allowed to cancel the job before/after awarding?

- You can report an incident at any point of time under “My Job” > “As a Customer” or “As a Shopper” > “Report Incident”.

As a Customer

Ongoing Jobs Completed Jobs

SOMETHING FROM JB +

Deliver by: 11 Apr 2019 Thursday 12:00 AM
(16 hours left)

Bidding is closed

BOUNTY ONLY \$10.00 SGD

1 Bid

Wilson
No ratings yet.

\$10.00 SGD
Awarded

Job is awarded!

Report incident Cancel the Job

- Provide us with all the information in the box appeared as shown below and submit the report to us. For more information, please visit our Terms and Conditions > Dispute.

1 Bid

Wilson
No ratings yet.

\$10.00 SGD
Awarded

Job is awarded!

X

Submit

Cancel the Job

The SHOPPER has purchased the wrong items.

- If the SHOPPER purchased a wrong item, you may reject the purchased items and request for refund. Please notify us by reporting an incident to us at your job page.
- An investigation will be carried out by Moonlight and we will contact you after it has concluded.

The SHOPPER has delivered damaged or counterfeit items.

- If the SHOPPER has delivered a damaged or counterfeit items to you. Please report the incident to us at the job page.
- An investigation will be carried out by Moonlight and we will contact you after it has concluded.

The SHOPPER has demanded for extra payment.

- The CUSTOMER is required to reimburse the SHOPPER for the following;
 - Cost of Items (with receipts and/or invoices)
 - GST(if applicable)
- Anything that is not stated, highlighted or agreed on the job, CUSTOMER is not obliged for payment.

The SHOPPER / CUSTOMER is not responding on Conversation Box

- An email notification will be sent to SHOPPER or CUSTOMER, if the message is not read by the recipient.
- If either of the party still does not respond to the message, he/she can choose to cancel the job. For cancellation policy, please visit our Terms and Conditions > Refund and Cancellation for more information.

How does Moonlight handle dispute / incident?

- For reporting an incident, user should provide Moonlight with all the information such as statement and evidence (e.g. receipts and photos)
- Moonlight will try to mediate and resolve the dispute based on the supporting evidence provided by both CUSTOMER and SHOPPER via email. Refunds to any party shall be based on the conclusion of investigation.
- Please visit our Terms and Conditions for more information on our refund policy.
- Please take note that Moonlight is a crowd-sourcing marketplace for users to purchase products or provide service in local or overseas. Moonlight do not warrant any users or services as Moonlight operates on user's voluntary basis.

DELIVERY OR SELF COLLECTION

Can I change the delivery address after the SHOPPER has purchased the items?

- You cannot make any changes to the job after you have awarded it. However, you can discuss the changes with the CUSTOMER/SHOPPER via the Conversation Box. It is at the CUSTOMER/SHOPPER's discretion to agree to the changes. Moonlight will not be held responsible for any late delivery or charges.

Can I arrange for someone to collect the items on behalf of me?

- Moonlight does not encourage CUSTOMER/SHOPPER to arrange for other parties to collect/buy the items on behalf of you. This is to prevent improper handling of items, miscommunication and conflicts between CUSTOMER and SHOPPER.

Can I arrange for self-collection?

- You can suggest collection through a meet-up at a location by providing the address under "List of Locations" and indicating it as "Meet Up Address" under "Remarks".