



αCard Terms and Conditions

By enrolling in the αCard (ALPHA CARD) Privilege Program, you are agreeing to the following specific terms and conditions of the Customer Agreement. You understand that ALPHA PETS and its subsidiaries and affiliates make available information and services to Customers of this program. By applying for the αCard, submitting your information or using the αCard you are indicating that you are 16 years old or older and agree to be bound by this Agreement. If you are over 16, but under 18 you are also indicating that you have received consent from your parent or guardian and they have agreed on your behalf to be bound by all of the terms and conditions in this Membership Agreement. You acknowledge that the Agreement may be modified or terminated at any time. It is your responsibility to refer to the Agreement prior to using the αCard. You will be deemed to have accepted any change to this Agreement if you continue to use the αCard after that change has been effected.

αCard (ALPHA CARD) Privilege Program

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αCard Privilege Program

The αCard Privilege Program is a Customer-oriented program offered by ALPHA PETS that provides Customers with savings and benefits exclusive only to Cardholders.

1. Eligibility

All ALPHA PETS Customers who accumulate 100 SGD or more worth of receipts within a single month, and who are 16 years old or older are eligible to enroll in the Privilege Program. If you are under 18 years old, you must receive consent from your parent or guardian to be eligible.

2. Enrollment

As part of your enrollment in the Privilege Program, you must provide ALPHA PETS with accurate and complete information (including but not limited to name and shipping address) and inform ALPHA PETS of any changes. ALPHA PETS will use this information to create your account and issue to you an αCard and materials.

You will receive your Membership materials which may include, but are not limited to, an **αCard** with your Customer number and name, inserts containing information about the Privilege Program and product samples on a first come, first serve basis.

Each enrollment is for a single Customer only. ALPHA PETS does not permit the sharing of your Membership card, number, password or discounts with any other person. If ALPHA PETS reasonably believes that any of your privileges are being used in any of these ways, ALPHA PETS reserves the right to cancel your **αCard** immediately. If you believe someone has used any of your Customer Privileges without your authorization, please contact **αCard** Services.

Contacting **αCard** Services:

Online by e-mailing [**alphacard@alphapets.com.sg**](mailto:alphacard@alphapets.com.sg)
Your e-mail will be answered within 72 hours.

Over the telephone at **6244 9868**
Monday to Sunday 11am to 9pm

Or by mail at:
347 Bedok Road Singapore 469534

3. Card Use

Your **αCard** and your Customer number are your keys to savings, benefits and services. Carry your Card with you at all times. The **αCard** is non-transferable and may only be used by the person whose name is registered with ALPHA PETS.

Use of your **αCard** In-store: You must show your **αCard** before you make a purchase at the cashier. ALPHA PETS has the right to deny a discount if you do not present your Card before payment. ALPHA PETS may reserve the right to ask for your NRIC, driving license or other identification to verify you are a rightful Cardholder.

4. Expiration and Cancellation

ALPHA PETS reserves the right to terminate your **αCard** at any given point in time if we determine that you have violated any provision of this Customer Agreement

5. Lost Cards

If your **αCard** is lost or stolen, ALPHA PETS will replace you with up to 1 new card, upon verification of your Customer status. You can report lost cards by contacting **αCard** Services as indicated above.

6. The ALPHA PETS (www.alphapets.com.sg) Website

The ALPHA PETS Website offers the most up-to-date information on savings and Customer benefits offered.

Even though ALPHA PETS takes efforts to keep the listing of savings, discounts, specials and other promotions up to date, ALPHA PETS is not responsible for incorrect or incomplete information. You may submit corrections in an email to [**alphacard@alphapets.com.sg**](mailto:alphacard@alphapets.com.sg)

The Website may be used to contact the **αCard** Services department. For questions, concerns or suggestions e-mail [**alphapets@alphapets.com.sg**](mailto:alphapets@alphapets.com.sg). Your e-mail will be answered within 72 hours.

7. Customer Disputes

ALPHA PETS is not responsible if another Customer is entitled to varying discounts and privileges due to new ownership, acquisition or any other changes. If you have a dispute to report, ALPHA PETS will take reasonable efforts to resolve the dispute.

You may report disputes by contacting **αCard** Services. Reports must be submitted and mailed in written form or via email.

ALPHA PETS IS NOT LIABLE FOR ANY PRODUCTS OR SERVICES PROVIDED BY OR THROUGH ANY MEDIUM OF THE **αCard** PRIVILEGE PROGRAM, OR FOR ANY ERROR, OMISSION OR INACCURACY IN ADVERTISING MATERIAL OR FOR ANY LIABILITY RESULTING DIRECTLY OR INDIRECTLY FROM A PRODUCT OR SERVICE PROVIDED OR OTHER THIRD PARTY IN CONNECTION WITH THE **αCard** PRIVILEGE PROGRAM.

8. E-mail Policy and Communication Preferences

Customers have the option to receive e-mail and/or mobile phone updates when they enroll. ALPHA PETS uses these updates to provide Customers with additional savings, special offers, site upgrades, new features, events, promotions and more. You have the option to e-mail us to opt out from receiving these e-mails by replying to any promotional e-mail you may receive. You also have the option to email **αCard** Services in to opt out of receiving the mobile phone messages. ALPHA PETS will send these e-mail and mobile phone communications for ALPHA PETS on its own behalf or on behalf of an ALPHA PETS sponsor.

ALPHA PETS reserves the right to e-mail you with information essential to your participation in our program (for example, information on lost Cards and Customer shipment information). You will not have the option to opt-out of e-mails of this nature.

For questions about any e-mail that you receive, please contact **αCard** Services.

9. Refer-a-Friend Program

The Refer-a-Friend program allows current Cardholders to refer friends to the **αCard** Privilege Program on behalf of ALPHA PETS and to receive additional promotional offers for each successful enrollment resulting from one of their referrals.

10. Changes to Offers or Promotions

Offers made available through the **αCard** Privilege Program may change from time to time. ALPHA PETS reserves the right in its sole discretion to change the offers and/or all other promotions at any time. ALPHA PETS will make commercially reasonable efforts to make appropriate updates to the Website to reflect offer and/or promotional changes. For a listing of current offers, Customers should visit www.alphapets.com.sg. If you become aware of a discontinued offer listed, please notify ALPHA PETS by sending an e-mail to alphacard@alphapets.com.sg or contacting **αCard** Services. ALPHA PETS undertakes no obligation to provide a replacement or substitute offer for any offer discontinued during from the **αCard** Privilege Program.