

Frequently Asked Questions

Q. How do Takashimaya cardholders convert their Takashimaya Bonus Points into Takashimaya Digital Bonus Point vouchers?

Conversion of Takashimaya Bonus Points into Takashimaya Digital Bonus Point vouchers requires cardholders to log in to the Takashimaya App. After logging in, they can use the "Convert To Voucher" button on member page to convert.

Q. What distinguishes Takashimaya Digital Bonus Point vouchers from Takashimaya gift vouchers?

The Takashimaya Digital Bonus Point voucher is a new environmentally friendly initiative that offers convenience to our cardholders. Cardholders have the option to convert their Takashimaya Bonus Points into Digital Bonus Point vouchers within Takashimaya app and directly offset them at Takashimaya's primary cashier counters.

Q. What is the conversion ratio for Bonus Point Vouchers?

The conversion ratio is 100 Takashimaya Bonus Points for a S\$30 Digital Bonus Point Voucher.

Q. Is there a minimum number of Takashimaya Bonus Points required to convert into a voucher?

The minimum number of Takashimaya Bonus Points required is 100.

Q. Can I revert a Digital Bonus Point voucher back into Takashimaya Bonus Points after converting them from Takashimaya Bonus Points?

Once the conversion is done, Digital Bonus Point vouchers cannot be changed back into Takashimaya Bonus Points.

Q. What are the available denominations of the Bonus Point voucher?

The Digital Bonus Point voucher has four denominations: S\$10, S\$30, S\$300, and S\$3000.

Q. After conversion, where is the voucher stored?

The Digital Bonus Point voucher will be store in the voucher wallet. The voucher wallet can accommodate a maximum of 30 valid vouchers at any given time. The status of these valid vouchers includes "Available," "Accepted," and "Sending."

Q. Are there any restrictions on who users can send vouchers to?

The recipient must be a Takashimaya cardholder.

Q. Is there an expiration date for the vouchers?

The expiry date is one year after the Digital Bonus Point voucher conversion. No refund will be given if the voucher has expired.

Q. What is the process for sending a Digital Bonus Point voucher as a gift to someone else?

On the voucher, tap the "send to" button and input the mobile number of another Takashimaya cardholder when prompted. The system will validate and send a verification code via SMS to the recipient.

Q. How can the recipient accept the voucher after receiving the SMS?

Upon receiving the SMS containing the verification code, recipients should input the code into the voucher wallet within 24 hours using the Takashimaya App to accept the voucher.

Q. Can cardholders use Digital Bonus Point vouchers for any purchases, or are there limitations?

Digital Bonus Point vouchers can be utilized at the primary cashier counters in Takashimaya Department Store, except for F&B outlets, specific independent tenants, Takashimaya Specialty Stores, and the Takashimaya Online Store. Digital Bonus Point vouchers cannot be exchanged for cash or Takashimaya Gift Vouchers, nor can they be used to purchase Takashimaya Gift Vouchers or any other types of vouchers.

Q. Can Digital Bonus Point vouchers be used at Takashimaya Online Store and Takashimaya Specialty Stores?

No, Digital Bonus Point vouchers cannot be used at the Takashimaya Online Store and Specialty Stores located at Takashimaya Shopping Centre

Q. What happens if a user accidentally deletes the Digital Bonus Point voucher before using it?

Digital Bonus Point vouchers cannot be deleted by users.

Q. Can Digital Bonus Point vouchers be redeemed partially, or do they need to be used in full?

Digital Bonus Point vouchers cannot be redeemed partially.

Q. Can users combine multiple Digital Bonus Point vouchers for a single purchase?

Yes. Users can combine multiple vouchers for a single purchase.

Q. Are there any fees associated with converting Digital Bonus Points into vouchers or sending vouchers as gifts?

No. There is no fee for conversion and sending vouchers as gifts.

Q. Can senders track the status of their Digital Bonus vouchers they've sent?

Senders will receive an SMS & in-app notification to inform them that the recipient has accepted the voucher.

Q. Are there any limits on the number of Digital Bonus Point vouchers a user can convert?

It depends on the number of vouchers stored in the wallet. The maximum number of vouchers that can be stored is 30 pieces. For instance, if the voucher wallet contains 10 pieces, the maximum number of vouchers that can be converted is 20 pieces.

Q. If the recipient forgets to accept the Digital Bonus Point voucher, what will happen?

The Digital Bonus Point voucher will go back to the sender's voucher wallet if the recipient does not accept the voucher within 24 hours.

Q. After accepting the Digital Bonus Point voucher, can it be sent to another Takashimaya cardholder?

A Digital Bonus Point voucher can only be sent once.

Q. Can cardholders enjoy a 10% Card Day discount when using a Digital Bonus Point Voucher?

Yes, they can. The condition is the same as for Takashimaya Gift Vouchers and Takashimaya SC Vouchers. Cardholders need to present their Takashimaya Card when paying with a Digital Bonus Point Voucher.

Q. What happens if a user tries to send a Digital Bonus Point voucher to an SMS that is not from a Takashimaya cardholder?

If the recipient is not a Takashimaya cardholder, they will be unable to accept the Digital Bonus Point voucher.

Q. Can senders reclaim a voucher after it has been sent?

Senders can reclaim the sending of a voucher before the Digital Bonus Point voucher has been accepted by the recipient. Once the recipient accepts the voucher, the sender is unable to reclaim it anymore.

Q. Is there a notification system in place to inform users when they receive a voucher as a gift?

An SMS and push notification will be sent to the recipient to notify them that someone is trying to send them a voucher.

Q. Are there any security measures in place to protect users' Bonus Points and vouchers from unauthorized access or fraud?

Users can turn on the facial recognition feature in the Takashimaya App to prevent unauthorized access.

Q. Can I get a refund for the balance that I could not redeem?

Unfortunately, balance or expired amount of any Digital Bonus Point Vouchers cannot be refunded.

Q. What should users do if they encounter any issues with the voucher conversion or gifting process?

Users can approach our Customer Service Centre for feedback and assistance.