

# MY SISLEY CLUB LOYALTY PROGRAM GENERAL TERMS AND CONDITIONS

Updated: February 2024

## 1. MY SISLEY CLUB LOYALTY PROGRAM MANAGER

The manager for the My Sisley Club Loyalty Program is the company SISLEY SINGAPORE PTE LTD., a company incorporated and registered in Singapore with UEN number 200104887C whose registered office is at 501 Orchard Road Wheelock Place #21-01 Singapore 238880(hereinafter "SISLEY").

## 2. MY SISLEY CLUB LOYALTY PROGRAM MEMBERSHIP CONDITIONS

Any individual who has purchased products (excluding beauty treatment services) on the online store [www.sisley-paris.com/en-SG/](http://www.sisley-paris.com/en-SG/) (hereinafter the "Website") or at Sisley stores located in Singapore automatically qualify as member in the My Sisley Club Loyalty Program (hereinafter the "Member"). The My Sisley Club Loyalty Program ("Loyalty Program") makes it possible to earn loyalty points based on the amount of purchases made on the Website, as well as at all Sisley stores located in Singapore (excluding all other points of sale). Membership to the My Sisley Club Loyalty Program is completely paperless, so no physical card will be given to Members.

### 2.1. Enrollment

In order to enroll, Members must create their account on the Website or at Sisley stores and provide the following mandatory information ("Mandatory Information") with their consent:

- Title
- Last Name
- First name
- Email address
- Local Singapore address
- Local mobile number (in shipping & billing form)
- Date of Birth
- Consent or refusal to receive Sisley communications.

The account is personal and in their name only. If you are a current Member (from previous purchases in the Sisley stores), the exact same mobile number must be used for member identification in order to accumulate points to your current membership.

Members (same name, same phone number, same email) may only sign up once to the Loyalty Program: multiple accounts are prohibited. The Loyalty Program is reserved for individuals for their own, non-professional use.

Members may not assign or transfer, in any way whatsoever, all or part of their rights and/or obligations under the Loyalty Program without Sisley's prior, written consent. Loyalty points are associated with the Member's person and are therefore non-transferable and non-assignable.

Members are subject to My Sisley Club Program General Terms and Conditions, the Sisley's General Terms and Conditions of Online Sales, the Sisley's Privacy Policy, and the Sisley's Cookie Policy.

### 2.2 Membership Validity

Membership validity period is 13 months from the month you become a member.

For example:

- A Member making initial purchase on 1 Jan 2022 will enjoy membership validity until 31 Jan 2023. All loyalty points accumulated during the 13 months membership period will expire on 31 Jan 2023.

### 2.3. Sisley Privilege Member

Members who accumulated purchases of \$3000 or more within the valid membership period will qualify as Sisley Privilege Member.

Sisley Privilege Members enjoy exclusive benefits such as:

- Use the earned loyalty points for Sisley product redemption.
- Be invited to exclusive Sisley Events.
- Enjoy additional double Sisley loyalty points during designated Sisley event days.
- Celebrate your birthday with additional double Sisley loyalty points\* during your birthday month.

\* Additional double Sisley loyalty points is limited to first purchase during birthday month only.

All privileges, terms and conditions may be amended or withdrawn without prior notice and at the sole discretion of SISLEY.

### 3. MY SISLEY CLUB LOYALTY POINTS

#### 3.1. Earning loyalty points

For each purchase of a product (excluding beauty treatment services) made on the Website or at Sisley stores, loyalty points are earned as follows: 1 Singapore Dollar spent = 1 loyalty point earned.

The loyalty points earned are rounded to the nearest whole number.

For example:

\$24 = 24 loyalty points earned

\$50 = 50 loyalty points earned

The amount of points earned when purchasing products is calculated based on the total amount including all taxes and excluding shipping costs, when applicable.

The points will be credited into the customer account after 30 calendar days after the purchase date, inclusive of any membership status change. In case purchased products are returned, the loyalty points corresponding to the purchase will not be definitively credited to the Member's account.

#### 3.2. Using loyalty points

Earned loyalty points can only be used 30 calendar days after the purchase date. This period corresponds to the legal withdrawal period and the period for returning purchased products.

Sisley Privilege Members can use the earned loyalty points for Sisley product redemption by visiting any Sisley stores. ([Store Locator](#))

- A total of 4 product redemption tiers are available starting from 2000 points. (Please refer to the [Sisley Privilege Club Product Redemption List](#))
- Please allow 28 business days for processing of your redemption request.
- Redemption is to be collected at customer's designated Sisley store within 3 months, after which the Sisley products will be forfeited.
- All Sisley products are subject to availability, and non-exchangeable for cash.

All loyalty points must be redeemed within your membership validity period, as stated on your Member profile. Sisley loyalty points that are not redeemed within membership validity period will be forfeited.

For example:

- A Member makes an initial purchase of \$500 on 1 January 2022 and a second purchase of \$300 on 1 June 2022. A total of 800 loyalty points will expire on 31 January 2023.

#### 3.3. Loyalty points value

Earned loyalty points have no monetary value and are non-exchangeable for cash. Earned loyalty points may only be used to redeem a selected group of products decided by SISLEY.

#### 3.4. Checking loyalty points

Members can check their loyalty points balance:

- At Sisley stores.
- Via Sisley's Customer Service department email: [sg.contact@sisley.fr](mailto:sg.contact@sisley.fr)

In addition, if a Member has any questions, he/she may also contact the Customer Service Department which can be reached:

- via the "Contact Form" section of the Website
- by email at: [sg.contact@sisley.fr](mailto:sg.contact@sisley.fr)
- by phone at 6653 5380

### 4. PLATINUM MEMBERS PROGRAM

Every year, we may invite a selective number of Members to join our Platinum Members Program depending on spending criteria. You are welcome to contact our Customer Service Department for more information.

## 5. PERSONAL DATA

When creating their account, Members must fill out the following mandatory information:

- Title
- Last Name
- First name
- Email address
- Local Singapore address
- Local mobile number
- Date of Birth
- Consent or refusal to receive Sisley communications.

In this section, "Personal Data" means data, whether true or not, about an individual who can be identified from that data; or from that data and other information to which SISLEY has or is likely to have access.

Members are responsible for the accuracy of the Personal Data they provide. Members may submit a request to Sisley to correct an error or omission in respect of the Personal Data to [sg.contact@sisley.fr](mailto:sg.contact@sisley.fr)

The date of birth is mandatory for the Member to be able to benefit from the Birthday Offers, otherwise the Member will not be able to benefit from them.

If the birth date on the Member's account is incorrect, a copy of the Member's identification document may be requested for any additional change in order to prevent any abuse and the Member consents to SISLEY for using the information on the Member's ID for the purposes of verifying the Member's identity.

SISLEY shall in no way be liable if the Member does not receive any communications, invitations, offers, or products sent to the Member under the Loyalty Program due to inaccurate or outdated information.

The Personal Data shall be collected, used, or disclosed by SISLEY to c.f.e.b. SISLEY and service providers selected by SISLEY for the following purposes:

- Managing the Loyalty Program
- Managing Members' accounts
- Promoting and personalizing various communications (digital, email, paper, sms) from SISLEY
- Producing sales statistics for SISLEY (legal basis: Sisley's legitimate interest).

The Personal Data will be kept to enable SISLEY to comply with its legal obligations or for a maximum of three years from the last purchase/contact. Where such data is no longer necessary for legal or business purposes, SISLEY will cease to retain such data.

For more information on SISLEY's personal data protection Policy, the Member can access: <https://www.sisley-paris.com/en-SG/personal-data/>

If the Member has any inquiries regarding the Mandatory Information, or would like to exercise the rights under the applicable legislation on the protection of personal data such as the Personal Data Protection Act 2012 ("PDPA"), please contact our Data Protection Officer at [dpo@sisley.fr](mailto:dpo@sisley.fr).

## 6. CHANGES AND TERMINATION

SISLEY shall do its best to ensure that the Loyalty Program operates smoothly but cannot be held liable for any malfunctions or errors in the Loyalty Program.

SISLEY reserves the right to amend the Loyalty Program and its conditions at any time within a reasonable period of time.

The latest version of the conditions applicable to the Loyalty Program is available on the Website. SISLEY therefore invites the Members to check the Website regularly.

Sisley reserves the right to suspend or terminate the Loyalty Program provided that Members are notified in advance within a reasonable period of time. Should the Loyalty Program be terminated, Members who have acquired benefits shall retain these for the remaining time. No change, suspension, or cancellation of the Loyalty Program shall entitle any Member to compensation.

SISLEY reserves the right to suspend or deactivate a Member's account, which will lead to the points earned being canceled, and the Member shall not be able to claim any compensation whatsoever:

- In the event of any action likely to disrupt the normal operation of the Loyalty Program, and in particular in the event of fraud, attempted fraud, or misuse or attempted misuse of the benefits offered under the Loyalty Program
- More generally, in the event of a failure to comply with these conditions.

## **7. APPLICABLE LAW AND JURISDICTION**

These Terms and Conditions are governed by and construed in accordance with the laws of Singapore. Any dispute in relation to the Loyalty Program, all rights and obligations and all actions contemplated by My Sisley Club Loyalty Program Terms and Conditions shall be submitted to the exclusive jurisdiction of the courts of the Republic of Singapore.

In the event of any dispute a Member may have with SISLEY, the Member should first contact SISLEY Customer Service in writing.