

Frequently Asked Questions (FAQs) for Snappy Deal 2017

Q1: Do I need to have a Qoo10 account to unlock my \$1 deals?

A: Yes, please do ensure you have a registered Qoo10 account first. Prior to snapping the \$1 Deal, you need to be logged into Qoo10 first as well.

Q2: Why do I keep encountering an error saying that my code “has already been utilized”?

A: This might be because you have already unlocked your Mamemon chance earlier. (Note: The unique code can only be keyed in once) You may refer to your Q-Account, via Q-Token/Mamemon to check if you have already unlocked your Mamemon. Once unlocked, your Mamemon will be reflected there until you have purchased a \$1 deal.

Q3: How do I know if I have already unlocked my Mamemon?

A: You may refer to your Q-Account, Q-Token/Mamemon section to check if you have already unlocked your Mamemon. Once unlocked, your Mamemon will be there until you have purchased a \$1 deal or till its expiry date on 22 December 2017, 3pm.

Q4: After clicking on the item, I do not see the green box to apply my Mamemon for a \$1 deal. Is this a technical issue?

A: No. This means that the item has been fully redeemed.

Q5: I have already selected my choice of item to apply for a \$1 deal – why is the original price still reflected upon check-out?

A: Applying your Mamemon on the item does not guarantee the purchase until you have checked out the item. Should you take a longer time to check out, the item could be snapped up by other cardmembers.

Q6: If I am qualified for both qualifying period 1 and 2, will there be an issue if I redeem two codes (one earned for each period) on the second qualifying period?

A: You may use two codes to purchase two items. Please note that availability of items is based on first come first serve, while stocks last.

Q7: Must I wait until 8 December 2017 to unlock my Mamemon?

A: You may proceed to unlock your Mamemon after receiving the SMS code on 5 December 2017. You may refer to your Q-Account, Q-Token/Mamemon section to check if you have already unlocked your Mamemon. Once unlocked, look out for the redemption window starting on the 8 December 2017, 3pm!

Q8: Will there be more items available for the 1st and 2nd redemption window?

A: Yes. DBS will top up the top items in accordance with our T&C. We will ensure that each Mamemon will be able to purchase an item at S\$1. It may not be their desired item due to availability of stock across the catalogue.

All the \$1 deal items will be based on first-come first-served, while stocks last basis. Stock availability across the period might vary depending on supplier stock conditions.

Q9: I have purchased a \$1 gift from Qoo10 and I do not like it now, can I request for an exchange?

A: The S\$1 deal(s) are non-exchangeable, non-transferable and non-replaceable. Gifts also cannot be converted into cash.

Footnote: FAQs updated on 5 Dec 2017; revisions have been made to Q3 and Q7.