

Pet Lovers Centre VIP Membership Terms & Conditions

- VIP membership is valid for one year from the date of successful VIP Card activation.
- Membership privileges are exclusive to VIP members only and are non-transferrable.
- VIP Card must be presented and scanned during purchase to enjoy membership privileges.
- VIP Card must be successfully activated in order to earn, check and redeem Loyalty Points.
- VIP Card must be activated within one (1) Year from date of purchase/redemption. If VIP Card is not activated within one (1) Year, it will be deemed dormant and VIP Card will be invalidated.
- All Loyalty Points earned will be automatically credited to the valid VIP Card in the next working day.
- One (1) Loyalty Point will be deducted for each SMS reply from Pet Lovers Centre's SMS system.
- No points will be awarded for purchases made by vouchers and/or at Animal Arts Academy grooming centres.
- 5% Daily Savings¹ applies only on regular-priced items and grooming services with minimum spend of \$15.
- 15% Birthday Month Savings¹ applies only on regular-priced items and grooming services with minimum spend of \$35.

¹Not applicable for sale of live animals and give vouchers

- Any unused or balance Loyalty Points will be forfeited if the VIP membership has expired for more than three (3) months.
- For any lost, damaged or stolen VIP Card, members must report to any of our stores or contact us through our Customer Care Hotline and replacement of VIP Card will incur a fee of \$8.
- The management will not be liable to any VIP member for any loss or misuse of Loyalty Points incurred by the member or any other person.
- Upon redemption of Loyalty Points, redemption voucher cannot be withdrawn, replaced, extended or exchanged for any other vouchers.
- By submission of the VIP Card application, you agree to be bound by our Privacy Policy which describes how we collect, use and disclose personal data in compliance with the Personal Data Protection Act 2012 of Singapore. Visit our website for full details of the Privacy Policy.
- If VIP members do not wish to receive any SMS messages from Pet Lovers Centre, text PLC*STOP to 9117 9609.