

TERMS AND CONDITIONS

Takashimaya Vietnam Ltd (“Takashimaya” or “we”) may change the TAKASHIMAYA MEMBER CARD program (the “Program”) rules, processes, regulations and special offers at any time, with or without notice. These changes may affect, but are not limited to, partner affiliations, rules for earning TAKASHIMAYA MEMBER CARD (the “Card”) benefits, redemption levels, and the features of special offers. We reserve the right to terminate the entire Program with one-month advance notice to all Active Members at the time.

1. The membership in the Program is available to individuals who are a minimum of 18 years old and a Vietnamese citizen, foreigner with permanent residency or work permit holder (hereinafter referred to as “Cardholder”). Employees of Takashimaya Vietnam Ltd and any of its subsidiaries and affiliates are not eligible to participate in the Program except for specially designated employee programs. Each Cardholder shall only be granted one (1) member code and receive only one (1) Takashimaya Member Card accordingly. Cardholder may cancel his/her membership at any time by giving written notice of cancellation to Takashimaya at Customer Service Center. If Cardholder does this, all earned benefits will be forfeited immediately and not be reinstated or transferred even if Cardholder later re-enrols in the program. Upon termination of Cardholder’s membership, for any reason, including death, the Card and account number shall automatically become invalid.

2. The Card shall at all time be the property of Takashimaya even when passed to the customers. In the event of loss or theft, the Cardholder must immediately notify Takashimaya by phone or other expeditious means and thereafter confirm the same in writing at our Customer Service Center at [Address] in Takashimaya Department Store. Fee for re-issuance of a new card may result in a charge in accordance with specific rules of Takashimaya Department Store.

3. The Cardholder shall be awarded bonus points upon presentation of his/her Card at the time of purchase for goods sold/or services rendered at Takashimaya Department Store, as may be determined by Takashimaya. In respect of accumulation of bonus point, please refer to the details provided in our official website www.takashimaya-vn.com or our leaflet for bonus point program. Bonus point will only be awarded to the Cardholder upon presenting the same-day receipt(s) at the Customer Service Centre. Receipt of past purchases will not be entertained. Passport or ID card of Cardholder may be requested to present in conformity with provisions specified in certain specific programs. The time period for recording bonus points of the Cardholder shopping at Takashimaya Department Store shall be within 24 hours as of the time of purchase for goods/services and more if shopping is outside our store.

4. The Cardholder is responsible for paying any taxes and for making all applicable disclosures to third parties regarding to his/her membership benefits, including the party who paid for the transaction from which Cardholder earned the membership benefits. We will not be liable for any tax liability, duty or other charges incurred by any member in connection with the issuance of membership benefits or awards. Membership benefits may not be sold, bartered or transferred (other than by us or our agents). Any attempted transfer, sale or barter by the Cardholder or on the Cardholder’s behalf will be void. We and/or our Program affiliates may refuse to honor or

recognize any membership benefits which we or they conclude have been transferred, sold or bartered.

5. We may cancel accumulated bonus point, suspend or terminate the Cardholder's membership at any time with immediate effect, confirmed by written notification to the Cardholder if, in our sole discretion, the Cardholder has (a) acted in a manner inconsistent with applicable laws or ordinances, (b) acted in a fraudulent or abusive manner, (c) breached any of these terms and conditions, (d) engaged in fraud or abuse concerning commission, award usage or membership card and benefits, or (e) failed to pay any bill when due (if any) and (f) others. We also take appropriate legal action if any of the events listed above occurs. Nothing contained in these terms and conditions shall limit us in the exercise of any legal or equitable rights or remedies.

The Cardholder may change his/her personal details and communication channel preferences at any time. Personal details of the Cardholder shall not be disclosed and transferred to any third party without consent of the Cardholder, except for providing them to the authorities for the purpose of investigation if requested or required by law.

All Program communications will be sent to the Cardholder at the mailing address and/or e-mail address which the Cardholder provides on the face of member card application form or otherwise provides to us. The information furnished on the application is committed by the Cardholder to be true and accurate, we shall not be responsible for settlement any claims due to provision of improper or false information. For more information on TAKASHIMAYA MEMBER CARD visit www.takashimaya-vn.com or contact CUSTOMER SERVICE CENTER at [Address] in Takashimaya Department Store.