

## Coffee Cards – FAQ

### 1. What are Coffee Cards?

We've made it even easier for you to get your caffeine fix via our Coffee Cards. With these pre-purchased cards, all you have to do is - present the card, order your coffee and pick it up! Depending on your selected quantity, they can be pre-purchased up to 50% off\* for your entire year's coffee.

*\*Based on #1 favorite: Latte*

### 2. Where or How do I purchase the Coffee Cards?

Step 1 – Whatsapp Eight Ounce Coffee Co hotline at +603 7622 8780

Step 2 – Choose the quantity you would like to purchase

Step 3 – Proceed with your payment transfer to Eight Ounce Coffee Sdn Bhd:

Bank Name: CIMB Bank

Bank Acc: 8009 3008 30

Step 4 – Please whatsapp us your transfer slip and selected pick up point  
(any Eight Ounce Coffee outlets or Rise & Shine by Tapestry)

Step 5 – Once you receive your Coffee Cards, you may use it instantly

### 3. How much does the Coffee Cards cost?

Available for purchase at minimum 10 Cards onwards:

Coffee Card Program			
Number of Cards	Discount	Normal Price* (RM)	Price/card (RM)
181 and above	50%	13.00	6.50
91 - 180	40%	13.00	7.80
10 - 90	30%	13.00	9.10

### 4. How do I redeem with the Coffee Cards?

Simply present your Coffee Card to our cashier before placing your order and proceed to collect your coffee at the pick-up counter. You are entitled to redeem one (1) of the listed coffee of your choice in exchange for the card – Hot or Cold: Espresso, Long Black, Americano, Macchiato, Piccolo Latte, Cappuccino, Latte or Flat White.

### 5. Can I do multiple redemption with the Coffee Cards?

Yes, just coffee redemptions, without any additional purchase, are allowed.

### 6. Is there an expiry date?

The cards are valid for redemption from date of purchase till 31 December 2020.

### 7. Can the Coffee Cards be transferable?

Coffee Cards can be given away as Gift Cards.

### 8. Can I reuse the cards or reload the value?

No. One Coffee Card is valid for one-time use only to redeem one (1) coffee of your choice from the list above. It cannot be used for payment for other items ordered.

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### 9. What will happen if I lose or damaged the Cards?

Only original Coffee Cards are accepted. Purchased Coffee Cards cannot be exchanged for cash, and are non-refundable or replaced if lost, damaged, stolen, defaced, expired and/or voided. The Management reserves the right to not accept any cards that have or appear to have been forged, or otherwise tampered with.

### 10. I am a member of Eight Ounce Coffee Co cashback loyalty program,

**a. Am I entitled to the 10% cashback for my purchase of Coffee Cards?**

**b. Or will I collect the 10% cashback if I use the Coffee Cards for redemption?**

This Coffee Cards package is not valid with any other promotions or program, including our loyalty program, therefore there are no cashbacks for Coffee Cards purchase or redemptions.

### 11. Is there a minimum or maximum Coffee Cards one can hold?

No, there is no minimum or maximum cards which one can own. Multiple redemptions are allowed at any one time, without any additional purchase. However, do note that expired or damaged cards are not refundable.

### 12. Where can I use the Coffee Cards?

You can use the cards at these participating outlets:

- Eight Ounce Coffee Co: Suria KLCC, The Gardens Mall, The Gardens South Tower, Genting SkyAvenue, Babel Menara Ken TTDI, and
- Rise & Shine by Tapestry.

### 13. If we face problems, who can we write in to for assistance?

Please whatsapp Eight Ounce Coffee Co Hotline at +603 7622 8780.

### 14. If I would like to make a corporate purchase, is there a better package since I am purchasing more Coffee Cards?

Please email us at [letschat@eightouncecoffee.co](mailto:letschat@eightouncecoffee.co).